



# NSSC Board of Directors

February 13, 2008

# Board of Directors' Meeting Agenda

- **Opening Remarks**  
**Tom Luedtke, Associate Administrator for Institutions & Management**
- **NSSC Executive Overview**  
**Rick Arbuthnot, Executive Director**
- **Customer Satisfaction & Communications**  
**Frank Prochaska, Director, Customer Satisfaction & Communications Office**
- **Service Delivery**  
**Joyce Short, Deputy Director and Director, Service Delivery**
- **Business & Administration**  
**Rebecca Dubuisson, Director, Business & Administration Office**

# NSSC Executive Overview

Rick Arbuthnot  
Executive Director

## NSSC Executive Overview Agenda

- Staffing
- Significant Events
- Balanced Scorecard
- Leadership Development Initiative
- Residual Task Summary
- NSSC Actions to Reduce/Avoid Costs
- Balancing the NSSC Portfolio
- New Business Update

# Vision

Unparalleled Service

To provide timely, accurate, high quality, cost effective, and ***customer focused*** support for selected NASA business and technical services.

# Mission

# Organization Chart – NSSC Update

Authorized Ceiling: 160

## Executive Director's Office (XA000)

Executive Director	Richard Arbuthnot
Deputy Director	Joyce Short
Executive Officer	Fran Cook
Counsel to the Executive Director	Kevin Love
Diversity & EO Manager	Ruth McNeil
Executive Secretary	Kathy Slade

## Center Summary To-Date

ARC: 1	KSC: 11
DFRC: 2	LaRC: 5
GRC: 2	MSFC: 3
GSFC: 4	SSC: 15
HQ: 1	Outside: 77
JSC: 4	
<b>Total Hires: 125</b>	

## Business & Administration Office (XB000)

Director Rebecca Dubuisson  
 Dep Director (Acting) Ken Griffey  
 Secretary

Bldg & Infrastructure Mgmt Team

•Operations & Budget Mgmt Team

•Human Resource Mgmt Team

## Service Delivery Directorate (XD000)

Director	Joyce Short
Deputy Director	Kenneth Newton
Secretary	Gwin Sterling

Financial Mgmt Division (XD010)  
 Chief, Admin Spec, Secretary  
 - Financial Services Branch (XD011)  
 - Payroll/Travel Branch (XD012)  
 - Financial Accounting Branch (XD013)

HR Services Division (XD020)  
 Chief, Secretary  
 - HR Program Services & Operations Team  
 - HRIS & HR Training & Awards Team

Info Technology Division (XD030)  
 Chief, IT Architect, IT Mgmt Analyst, Secretary  
 - CIO & IT Security Services Team  
 - NSSC Operations Management Team  
 - Future Requirements (ODIN)

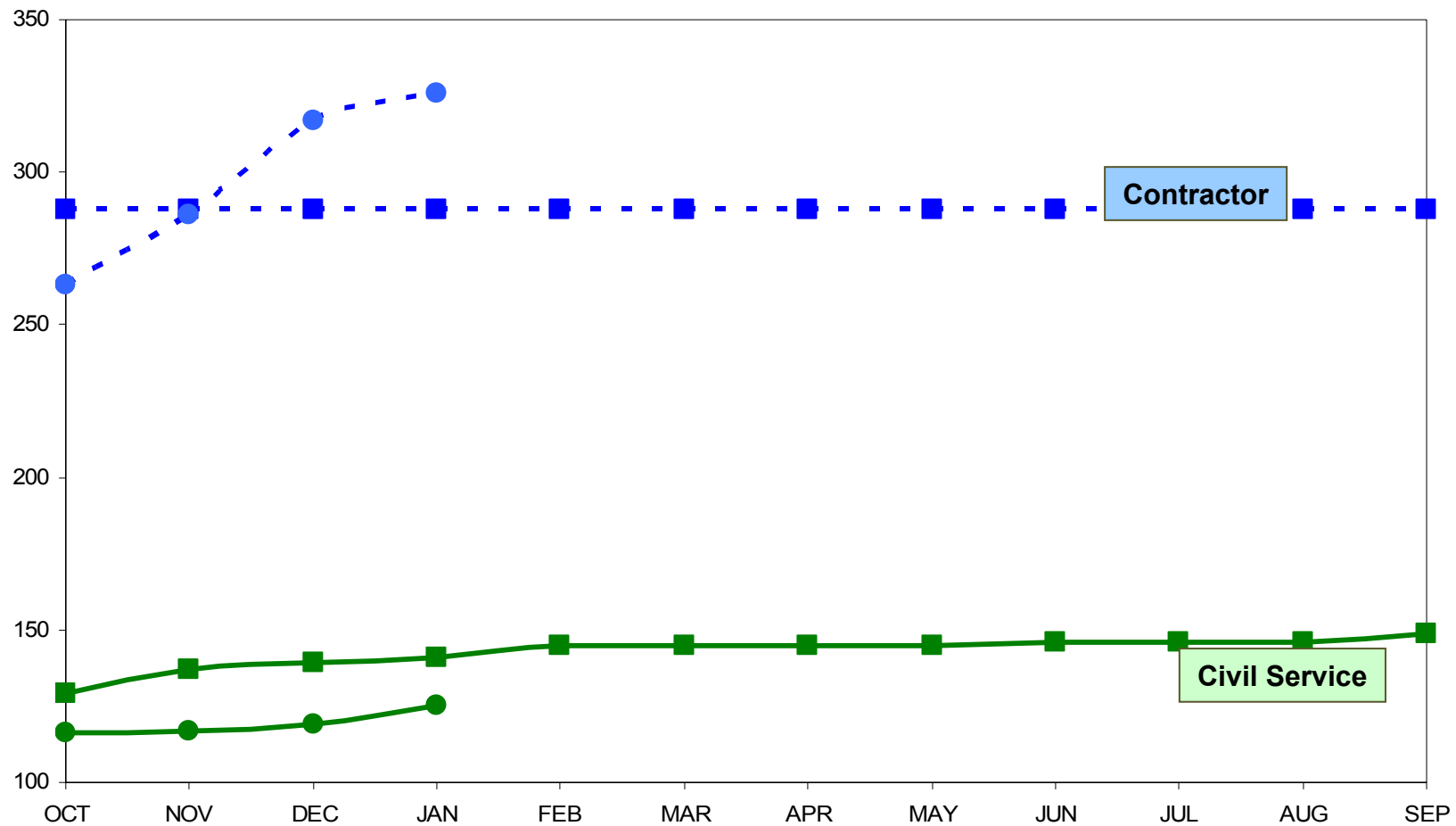
Procurement Division (XD040)  
 Chief, Secretary  
 - Research Activities Branch (XD041)  
 - Procurement Operations Branch ((XD042)  
 - Contract Management Branch (XD043)

## Customer Satisfaction & Communication Office (XC000)

Director	Frank Prochaska
Secretary	Paula Viola

Communication Team

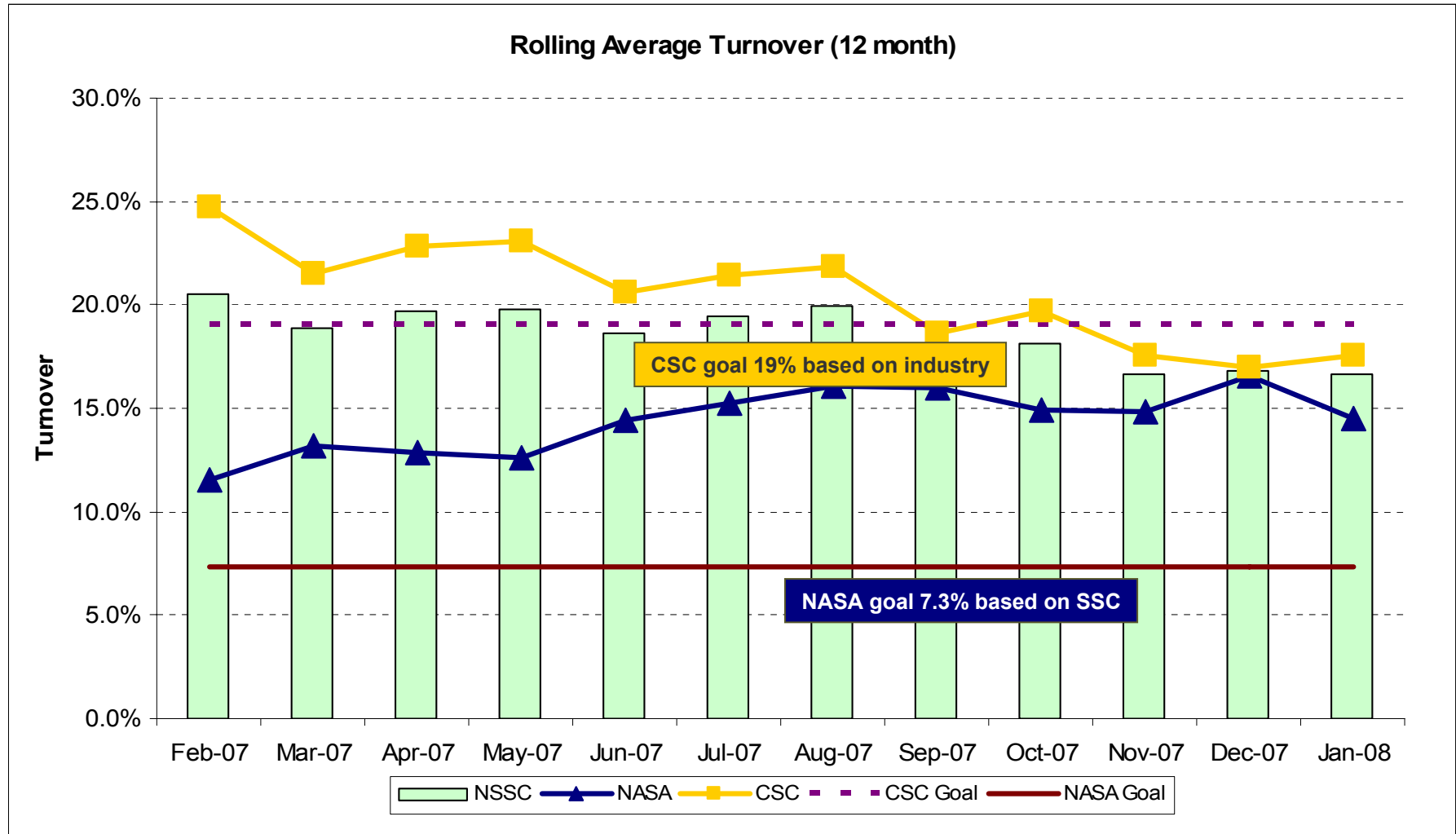
Center Liaisons Team



■ Civil Service Plan 
 ● Civil Service Actual 
 ■ Contractor Plan 
 ● Contractor Actual

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	EOY
Contractor Plan	288	288	288	288	288	288	288	288	288	288	288	288	
Contractor Actual	263	286	317	326									
Delta	-9%	-1%	10%	13%									
Civil Service Plan	129	137	139	141	145	145	145	145	146	146	146	149	
Civil Service Actual	116	117	119	125									
Delta	-10%	-15%	-14%	-11%									

# NSSC Attrition



	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08
NASA	11.5%	13.2%	12.9%	12.6%	14.4%	15.3%	16.1%	16.0%	14.9%	14.8%	16.6%	14.5%
CSC	24.7%	21.5%	22.9%	23.0%	20.6%	21.4%	21.8%	18.6%	19.7%	17.5%	17.0%	17.6%
NSSC	20.5%	18.9%	19.7%	19.7%	18.6%	19.4%	20.0%	17.8%	18.2%	16.7%	16.8%	16.7%
NASA	2	2	1	-	3	2	1	1	1	-	2	1
CSC	2	5	5	5	2	4	6	-	3	4	3	5
NSSC	4	7	6	5	5	6	7	1	4	4	5	6



## Significant Events FY08

- January 23      ORR for AP/AR/FBWT – Wave I Centers (DFRC, MSFC, SSC)
- January 11      Department of Health and Human Services benchmarked NSSC processes and best practices
- January 18      Forest Service benchmarked NSSC current processes
- January 28-29    PMR
- January 30      SSC Capitol Day, Jackson, Mississippi
- January 31      CFO, Deputy CFO and NAC visit
- January 31      All Hands – announcement of EOQ and EOY
- February 13     BOD meeting hosted at GSFC

## Significant Events FY08 (continued)

- February 15 Briefing to Senator Thad Cochran's and Senator Roger Wicker's office
- March 13 NSSC CTT ViTS
- March 25 ORR for AP/AR/FBWT – Wave II Centers (GRC, KSC, LaRC)
- May 27 ORR for AP/AR/FBWT – Wave III Centers (ARC, JSC)
- June 24 ORR for AP/AR/FBWT – Wave IV Centers (GSFC, HQ, NMO)
- July 29 ORR for FI Invoice all Centers

## Balanced Scorecard

- FY07 Balanced Scorecard closeout
- FY08 Balanced Scorecard in place and first quarter status completed
- Communication strategy
  - FY07 and FY08 Balanced Scorecard on the Internal NSSC Website
  - Discussion of the Balanced Scorecard at All-Hands
  - Board of Directors provided copies of the FY07 and FY08 Scorecard

Note: Breakdown by dimensions and status?

# Leadership Development Initiative

- Initiative based on needs and challenges of leadership and the future of the NSSC
- Based on NSSC Leadership Capabilities Model, which entails a NSSC specific set of leadership skills, knowledge, and behavior
  - Contains five capabilities tailored for NSSC incorporating governmental and business best practices for leadership excellence
- Scope
  - Initial program: 6 months
  - GS14/15 full performance levels
  - Total of 12.5 hours of development: 9.5 classroom learning hours and 3 hours of individual counseling
  - Current enrollment: 36

## Residual Tasks Summary Assessment

Activity	Tasks Evaluated	Tasks to Transition	Tasks to Remain at the Center	Status
Travel Voucher Processing	3	3	0	1. Resolution of Unvouchered Obligations (3/08) 2. Processing of Travel Overpayments (Transition w/ AR beginning 2/08) 3. Resolution of Voucher Failures (align transition w/ eTravel roll-out (10/08))
Payroll Processing	13	9	4	Transition Planning F2F – Held December Program Manager Appointed 2008 4 Tasks should remain at Center – Next Slide
Training Processing (SATERN)	10	TBD	TBD	3 Tasks Complete 7 Tasks awaiting OHCM

## Payroll Processing Tasks to Remain at Centers

- Advance salary request and approval
- Route Code Management – Center WebTads Administrator role
- Transportation Fringe Benefits – task should remain at the Center; applicable to only subset of Centers (HQ, DFRC, JSC, GSFC), low volume, and no economy of scale
- Student Loan Repayment Program – item is directly tied to the staffing process which remains at the Centers at this time: election to pay student loans is a Center discretionary decision

## NSSC Actions to Reduce/Avoid Costs (Center Rates or Agency Overall)

- In FY 2009 PPBE, NSSC held FY08 budget increase to 0.3% (\$156K) prior to AP/AR/FBWT changes in late FY07
- NSSC reduced the impact to the Centers for AP/AR/FBWT schedule/staffing changes (due to Agency project team decisions) by contributing \$4M of earnings to offset the \$5.9M overall impact
- In the FY 2009 PPBE, NSSC contributed \$2.4M for GHS (in FY07) to reduce impacts to the Agency (and Centers)
- In the 2010 PPBE, NSSC will contribute \$2M of earnings in FY09 and FY10 to reduce rates to the Centers (\$4M total)
- NSSC's award and implementation of consolidated contracts resulting in cost avoidance to the Agency include:
  - Relocation services contract to Prudential is expected to result in a cost avoidance to the Agency of approximately \$7.5M over five years
  - MFD contract is expected to yield a cost avoidance to the Agency of ~\$2.5M/year

## NSSC Actions to Reduce/Avoid Costs (Center Rates or Agency Overall) (continued)

- In the FY 2009 PPBE, NSSC began “right-sizing” the workforce which resulted in moving some positions to a “reserve” category and ceasing to fund them in the budget cycle
- In the 2010 PPBE, NSSC continued “right-sizing” the workforce by returning 6 FTEs to the Agency resulting in reducing the NSSC ceiling from 160 to 154 and reducing the contractor WYE
- NSSC’s proposed restructure of the Liaison Program should result in reduced costs to the Centers
- In the FY 2010 PPBE, NSSC reduced “Other Direct Costs” such as travel and training to reduce rates to the Centers
- NSSC will “true up” W-2 services (in 09) on a monthly basis (instead of using baseline estimate) which should result in reduced costs to the Centers for W-2 services
- Mandatory use of electronic leave and earnings statements (paperless) during 2008 should result in savings of approximately \$150K/year
- NSSC is working with Agency functional management to devise a plan to bring residual tasks to the NSSC, at no additional costs to the customers, in the areas of training, grants, travel, and payroll (left behind during previous transitions)



## Balancing the NSSC Portfolio

- Through the remainder of FY08 focus on scrubbing the NSSC Service Portfolio
- Identify candidate services for potential transition to the NSSC
- Review existing services performed by the NSSC to ensure they are cost effective and efficient in the shared services environment
- NSSC Senior Leadership and Functional Managers will coordinate meetings with Agency Functional Managers to determine Agency functional needs appropriate for transitioning to the NSSC

## New Business Update

- New Business creates more NSSC services to leverage overhead cost
- New business in process:
  - Software License Consolidation and Seat Management
    - » On January 15, 2008, received commitment to proceed from OCIO (NSSC has named Project Manager)
  - Document Imaging LoB
    - » Currently developing a pricing model

# Customer Satisfaction & Communications Update

Frank Prochaska  
Director, Customer Satisfaction & Communications Office

# Customer Satisfaction & Communications Agenda

- Liaison Program Discussion
- Customer Satisfaction Surveys Overview
- 2008 Baseline Survey
- Accomplishments
- Challenges and Issues

## Liaison Program Discussion

- Following the completion of the 3-year transition period, at the request of several Centers, and as the result of discussions within the SLT, we believe the Liaison Program should be phased-out
- By the end of FY08, Liaisons will either:
  - 1) Transition to a position at their customer Center (with FTE)
    - If a Center hires its Liaison (into any position it chooses) an FTE will be given
    - Centers may offer positions to Liaisons at any time
    - NSSC providing up to 10 FTE's back to Centers
  - 2) Relocate to NSSC
    - All Liaisons will be offered jobs and PCS to NSSC
      - » Liaisons will be given 120 days to make a decision
- The NSSC will not collect a direct service charge for Liaison services in FY09

## Proposed Liaison Transition Timeline

- February 13: BOD notified of plan
- February 14-15: Liaisons notified of plan
- February 19-22: Center Associate Directors notified of plan
- March 10: Center HR Directors notified of plan
- June 15: Liaisons accept/decline relocation to NSSC
- October 1: Liaisons transition to new positions

## Customer Satisfaction Surveys – 4 Types

Customer Relationship Surveys		
Type	Purpose	Frequency
Baseline	To establish pre-transitional conditions against which the effects of a finished project can be compared.	Once for each service. Conducted within a year of projected transition of services to the shared services organization.
Broad-based	To survey the initial baseline process group to see how well shared services is now performing those functions.	Conducted annually for all activities that have transitioned within the past 12 to 18 months (but not less than 3).
Transactional or Event Driven/High Volume	To measure only the portion of the activity for which the shared services organization is responsible. Consists of questions that measure each of the following areas: timeliness, accuracy, quality, and overall effectiveness (limited number of questions).	Conducted weekly, monthly, quarterly, or semi-annually. Remains open for response within a five workday period.
Non-transactional	To specifically address the opinions of the community responsible for oversight of the activity locally. Includes questions that poll that community on multiple activities.	Conducted less frequently due to lower volume activities, usually annually. Deployed and remains open five days.

## Customer Satisfaction Surveys – 2008 Baseline Surveys

- In December of 2007 surveyed subject groups within NASA on the following:
  - Benefits and PAP
  - HR Systems Support
  - FBWT
  - AR
- The Executive Summary indicates most common areas for improvement are:
  - Providing excellent customer service during and after the transition
  - Ensuring staff are well trained and knowledgeable about process details
  - Delivering effective and consistent communications about the process and its requirements



## Benefits Counseling and PAP - Conclusions

- Overall, Center HR is operating fairly well today
- The staff that provides HR services exhibits good customer service qualities including courtesy and willingness to help; the benefits-related service offerings at the Center appear to meet the requirements of customers
- There is room for improvement in quality and accuracy of services, responsiveness to customer problems, and communication
- Frustration exists with the efficiency of processes and the uncertainty about the transfer of HR Center services to NSSC

### **Implications for the NSSC**

- Investigate opportunities to improve the process efficiency, service quality, responsiveness, and communications
- Continue to partner with HR offices at the Centers to help ease employee concerns about transition

## HR Systems Support - Conclusions

- Overall, HR Systems Support is operating fairly well today
- The staff that provides HR Systems Support exhibits good customer service qualities including courtesy, willingness to help, and availability
- There is room for improvement in accuracy of service and communication to customers
- There is also a need to better understand customer needs, incorporate their input before system changes are made, and notify customers once changes are implemented

### Implications for the NSSC

- Improve communication with customers before and during system changes

## AR - Conclusions

- Overall, Center AR is operating well today
- The staff that provides AR services exhibits good customer service qualities including willingness to help, ease of contact, and sincere interest in resolving customer problems
- There is room for improvement in efficiency of processes, communication to customers, and understanding customers' specific needs
- Concern exists about the new accounting system and about transferring AR services to the NSSC

### **Implications for the NSSC**

- Investigate opportunities to improve the efficiency of operations when delivering services
- Communicate current status of AR processes, transactions, and issues to customer Centers frequently

## FBWT - Conclusions

- Overall, FBWT is operating well today
- The staff that provides FBWT services exhibits good customer service qualities including ease of contact, courtesy, willingness to help, follow through on commitments, prompt service, and communication
- There is room for improvement in efficiency of processes, being a customer advocate, and accuracy
- Concern exists about the effectiveness of transferring services to the NSSC

### **Implications for the NSSC**

- Investigate opportunities to improve the process efficiency and accuracy of services
- Emphasize reconciling cash transactions daily
- Be a customer advocate and work to understand specific needs

## Accomplishments

- Review of the Customer Service Web
  - Writing for the Web Training
- Customer Service and Service Recovery Training
- Round 2 Center Visits
- 2008 Baseline Survey deployed and analyzed

## Challenges/Issues

- Website currency and content review
- Developing alternate ways of measuring customer satisfaction
- Increasing functional trips to Centers
- SLA timeline
- Liaison Program

# Service Delivery Update

Joyce Short

NSSC Deputy Director and Director, Service Delivery

## Service Delivery Agenda

- Performance Overview
- Transition Update
- AP/AR/FBWT Update
- AP/AR/FBWT Stabilization
- AP/AR/FBWT Performance Measures



# Performance Overview

- FY08 1<sup>st</sup> Quarter Performance
  - 55 of 56 Indicators were green
  - 35 were at 100%
  - 13 are at or above 95%
  - Customer satisfaction
    - » 96% are satisfied or very satisfied with Contact Center service
    - » 89% are satisfied or very satisfied with Domestic Travel service
    - » Customer Contact Center average speed of answer was 17 seconds for 4,401 calls in the month of December

## Performance Overview (continued)

- Travel Highlights
  - NSSC processed its 100,000<sup>th</sup> voucher on February 01, 2008
  - Disbursed \$108,359,241.98 to employees since Travel Go-Live in March 2006
- Contact Center
  - Created 100,000<sup>th</sup> Help Desk Case on January 22<sup>nd</sup>

# Scorecard – By Month

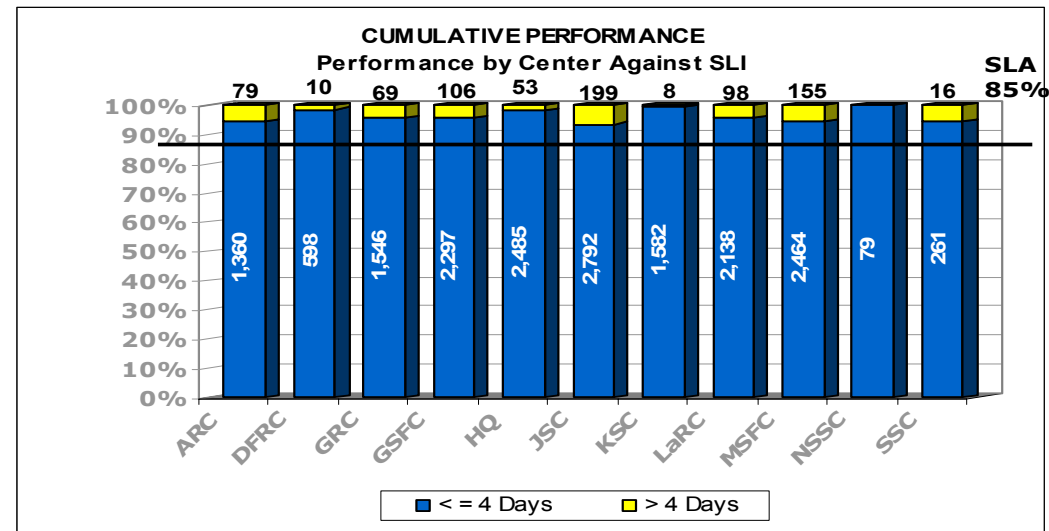
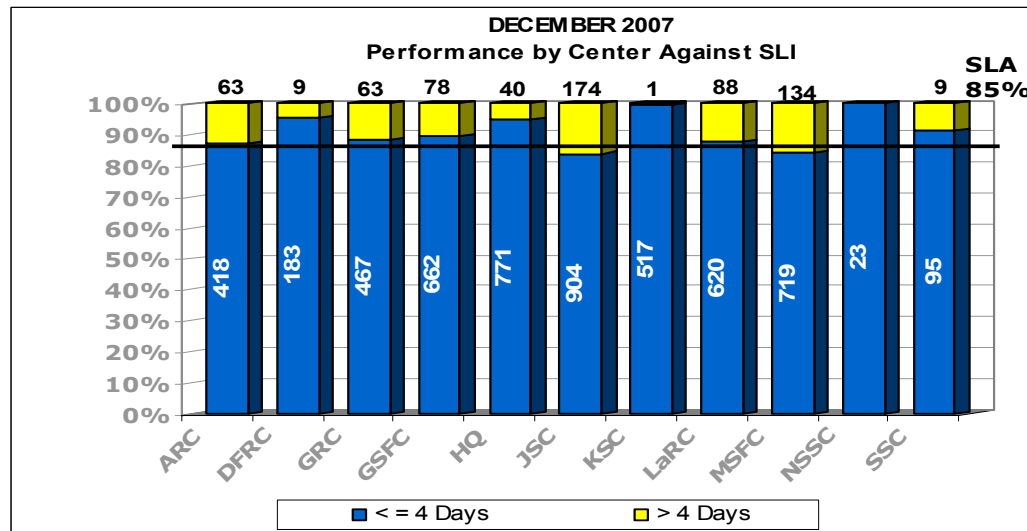


Activity by Center	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jly	Aug	Sep
Payroll												
Domestic Travel												
Foreign Travel												
PCS (6) Travel												
PCS (15) Travel												
PCS (30) Travel												
Relocation Assistance												
Agency Honor Awards												
Off-Site Training												
Internal Training <25K												
Internal Training >25K												
SES Appointments												
SES CDP Mentor Appraisals												
Grants												
Grants - Supplemental												
SBIR / STTR - Phase 1												
SBIR / STTR - Phase 2												
Initial Call Resolution												
Call Response Rate												
Website Availability												

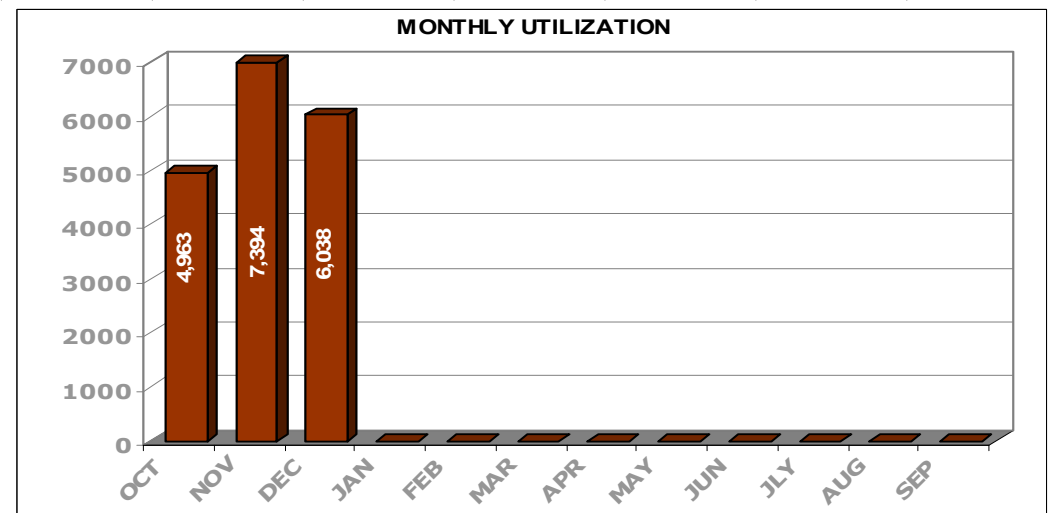
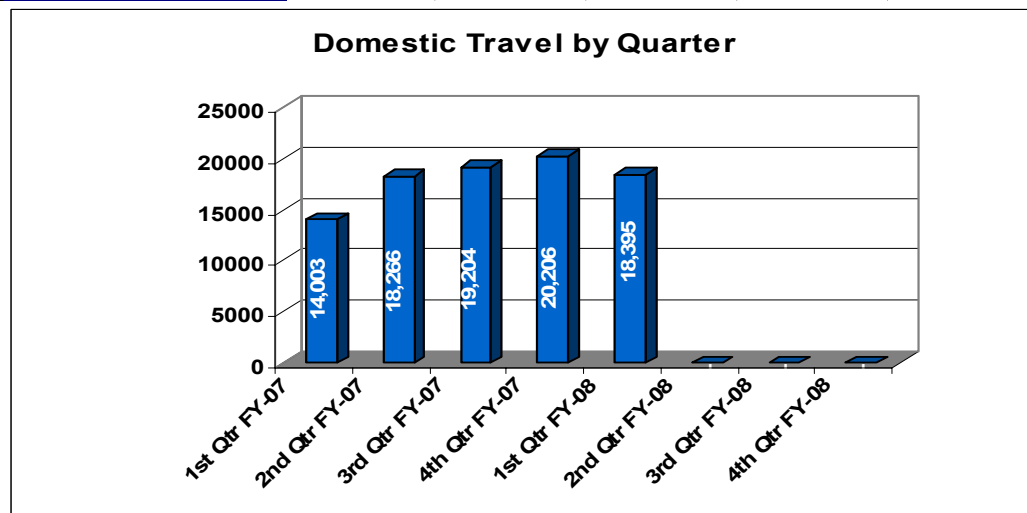
## DOMESTIC TRAVEL - FY 08

### Service Level Indicator:

Validate and process 85% of domestic travel vouchers within 4 business days of receipt of a complete voucher (including adequate funding).



Goal	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEPT
85%	99.03%	98.84%	89.09%									
Cumulative YTD	4,963	12,357	18,395									



**Assessment:** Processed 89.09% of Domestic Travel Vouchers within 4 business days of receipt of completed voucher for the month of December. Average processing days for the December reporting period was 2.69 days.

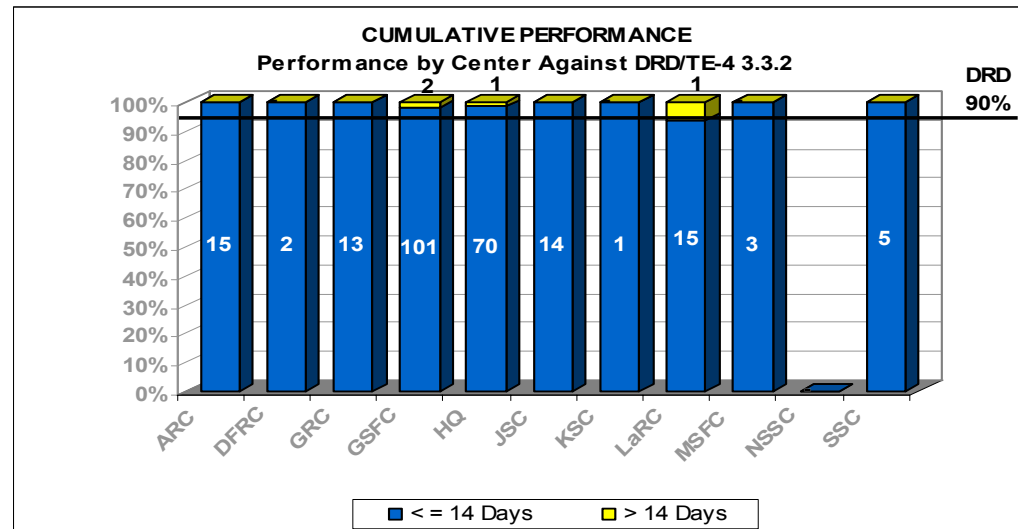
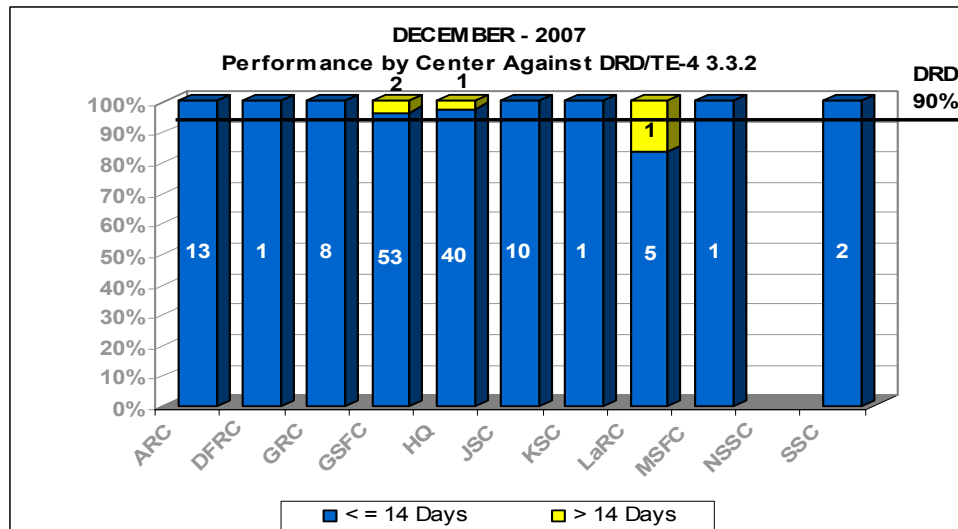
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## Grants & Cooperative Agreements - Supplements

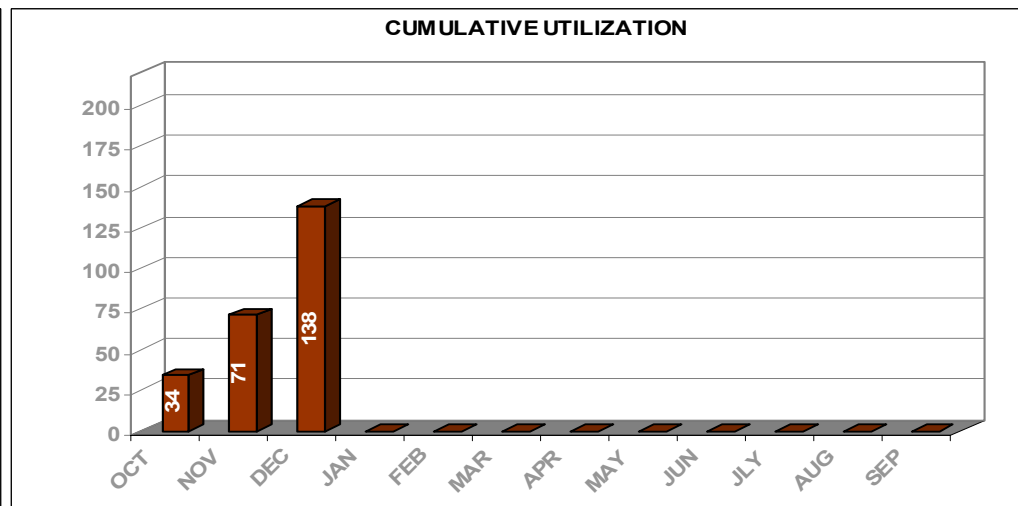
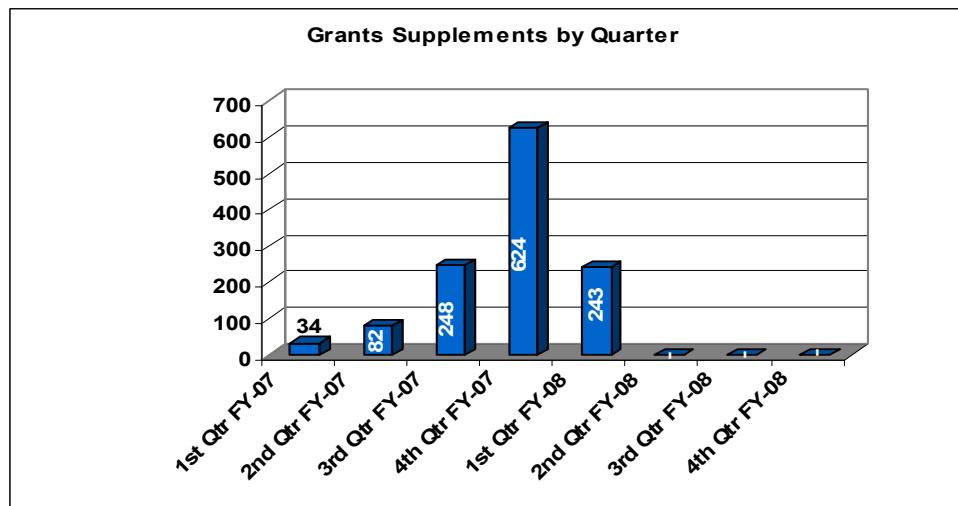
### GRANTS & COOPERATIVE AGREEMENTS - SUPPLEMENTS

#### DR/TE-4: 3.3.2

90% of award packages prepared within 14 calendar days from receipt of funding and/or other required data; none to exceed 21 days.



	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEP
Goal - 90%	100.00%	100.00%	100.00%									
Cumulative YTD	34	105	243									



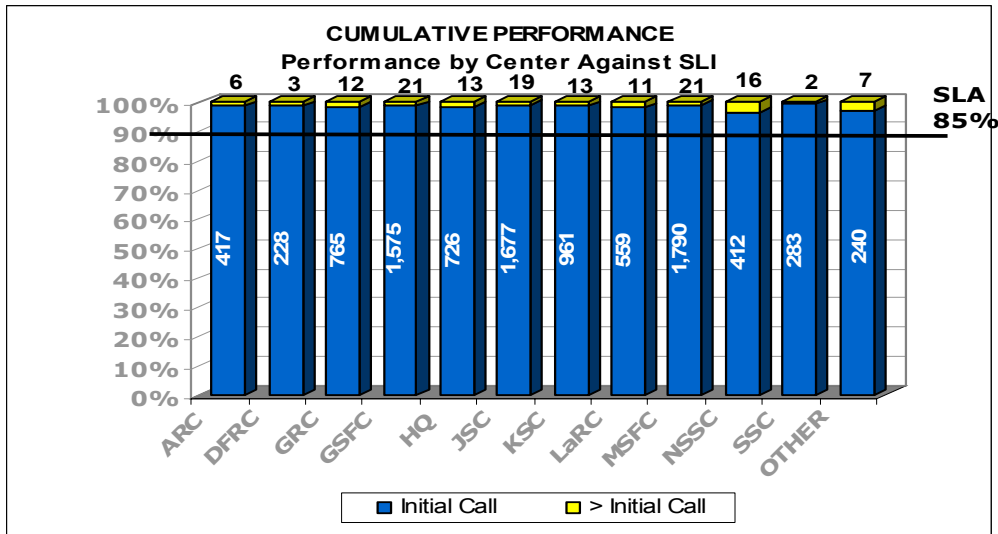
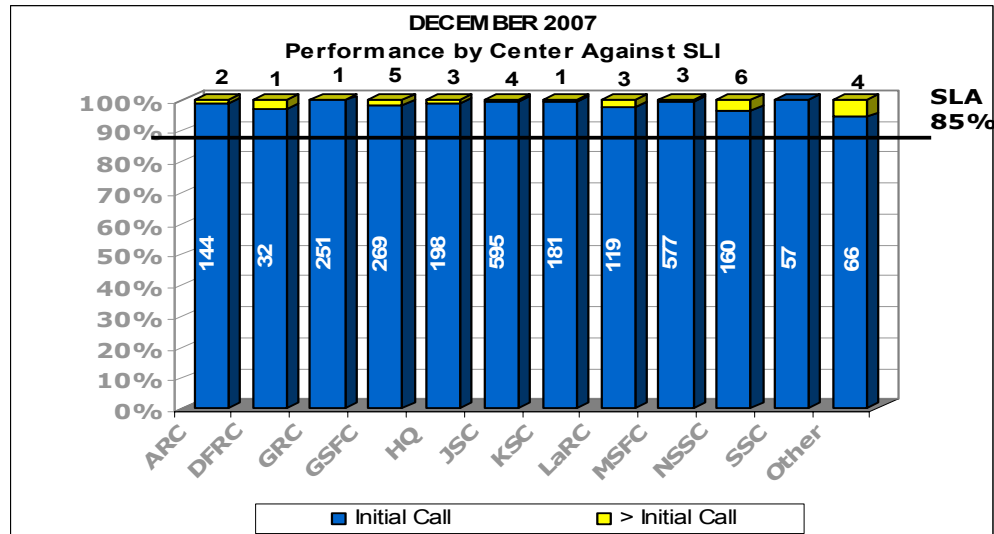
**Assessment:** Supplemental Grant metric information provided on this slide is for informational purposes only; not a billable metric. These Supplemental Grants are measured against the SP Contract performance standard.

# Customer Contact Center Initial Call Resolution

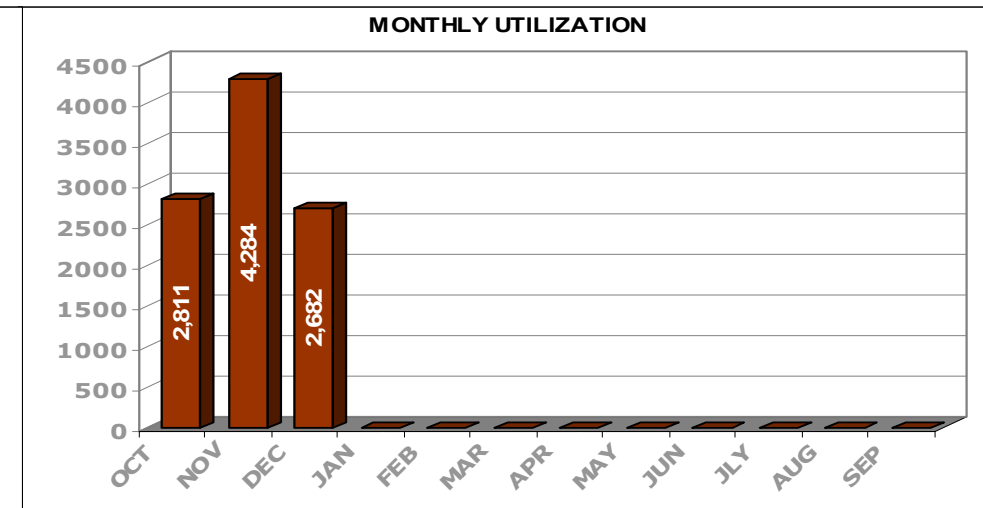
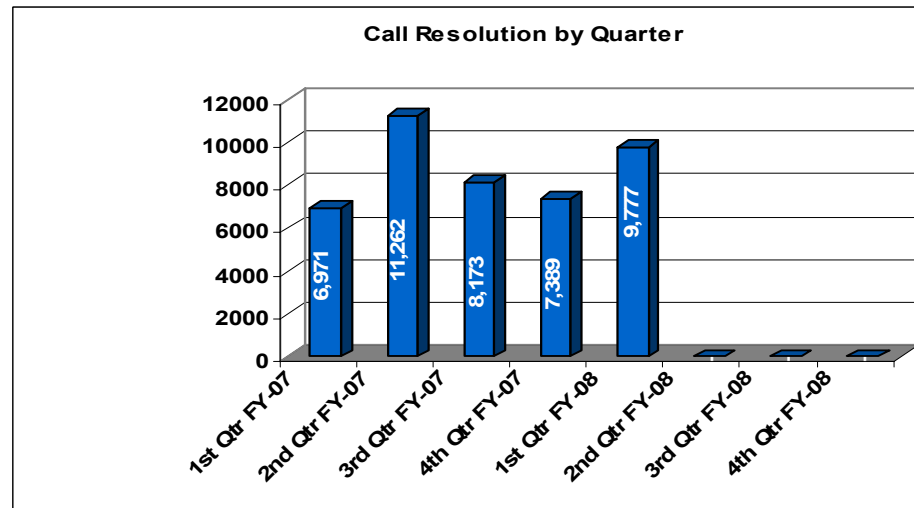
## INITIAL CALL RESOLUTION

### Service Level Indicator:

85% of Routine Customer Inquiries are resolved on initial call during NSSC Business Hours



	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEPT
Goal - 85%	97.90%	98.79%	98.77%									
Cumulative YTD	2,811	7,095	9,777									



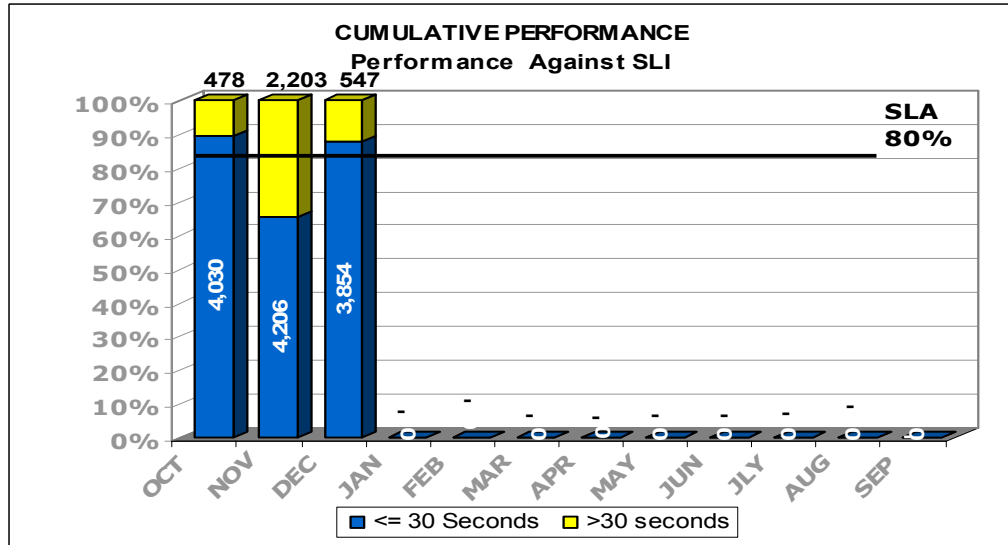
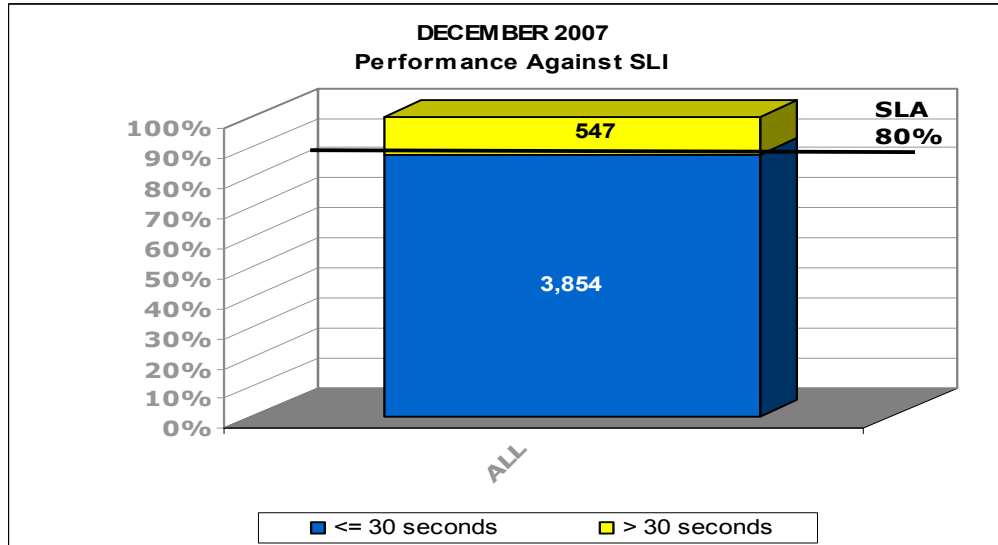
**Assessment:** Exceeded the SLI requirement by resolving 98.77% of routine customer inquiries on initial call during NSSC business hours during the month of December.

# Customer Contact Center Average Speed of Answer

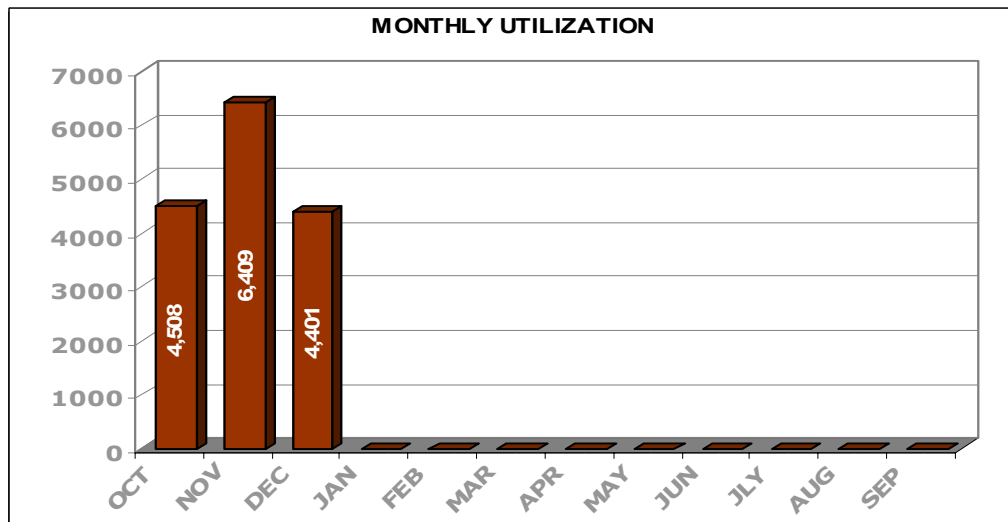
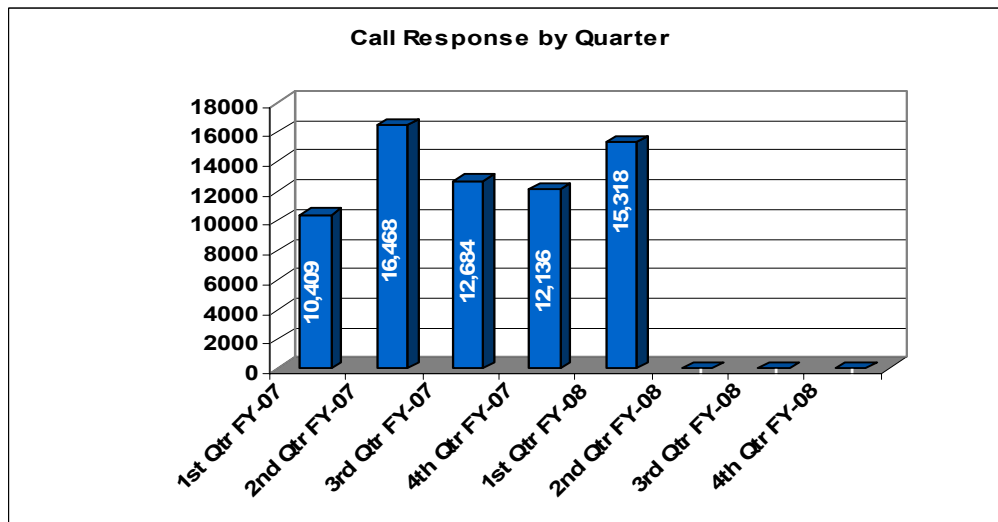
## CALL RESPONSE RATE

### Service Level Indicator:

80% of Customer Calls are answered within 30 Seconds during NSSC business hours.



	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEPT
Goal - 80%	89.40%	65.63%	87.57%									
Cumulative YTD	4,508	10,917	15,318									



**Assessment:** Exceeded the SLI requirement by answering 87.57% of the Customer Calls during NSSC Business Hours within the 30 second metric.

Average speed of answer for December was 17 seconds.

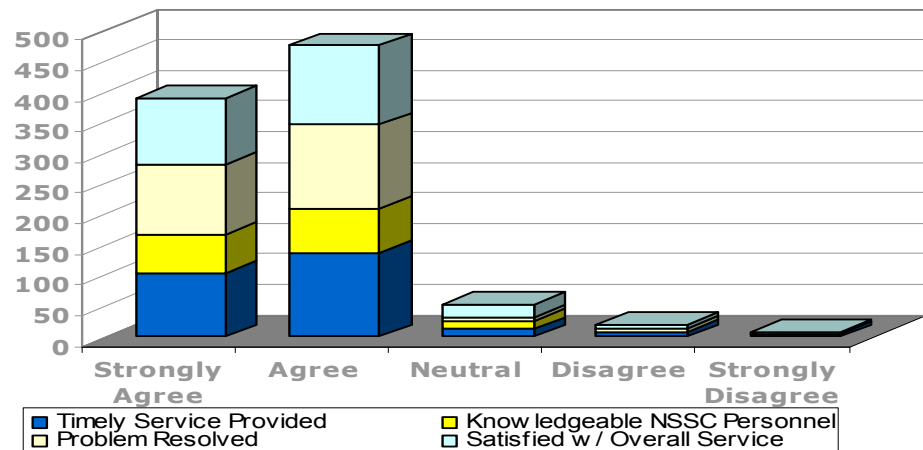
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# Customer Satisfaction Survey Domestic Travel

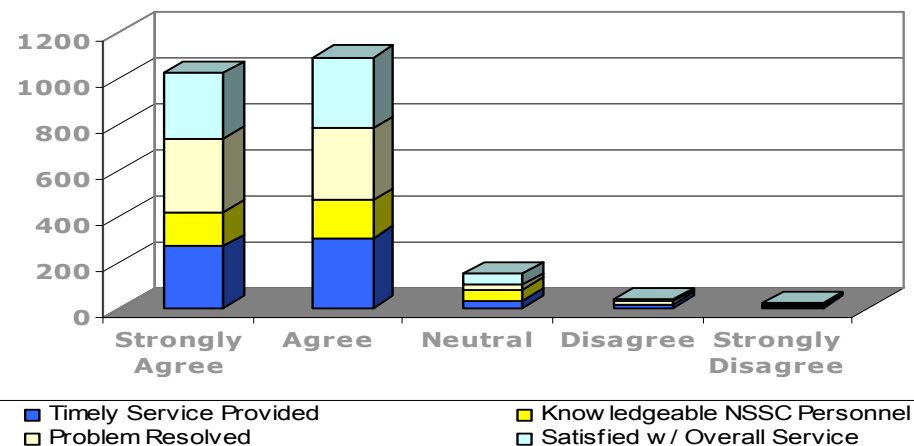


## CUSTOMER SATISFACTION SURVEY

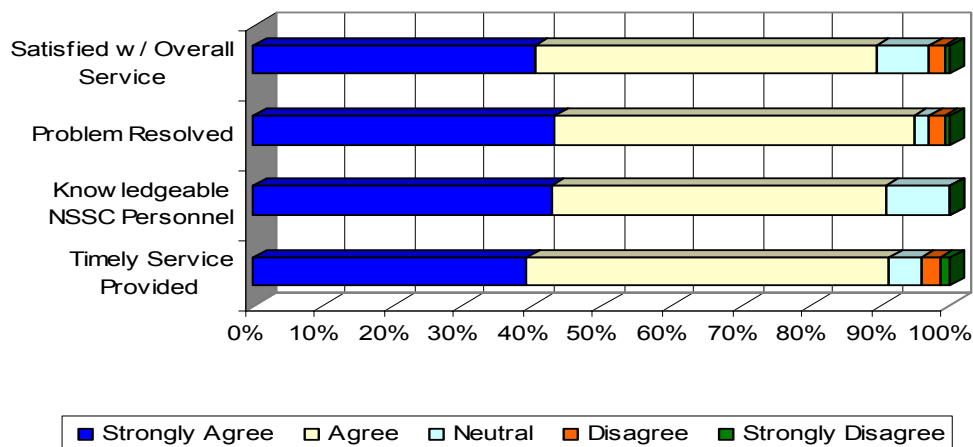
**December FY08 - Domestic Travel  
Customer Satisfaction Survey Responses**



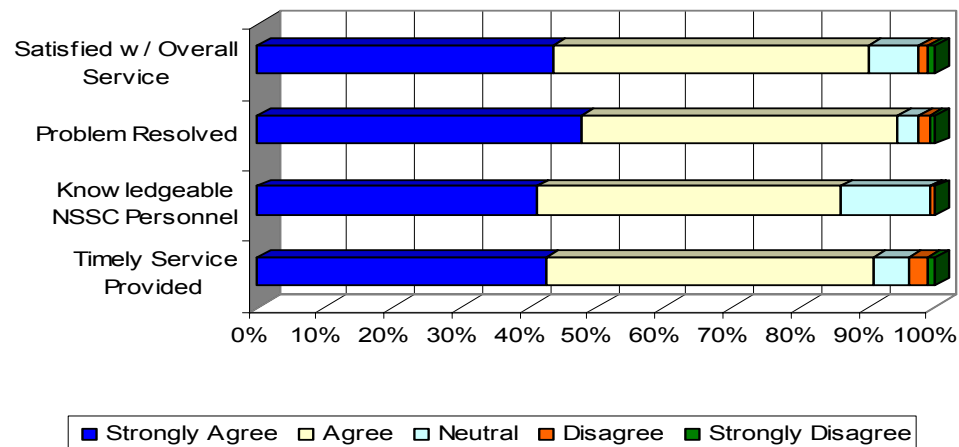
**CUMULATIVE - Domestic Travel  
Customer Satisfaction Survey Responses**



**December FY08 Domestic Travel Customer Satisfaction Survey**



**Cumulative Domestic Travel Customer Satisfaction Survey**

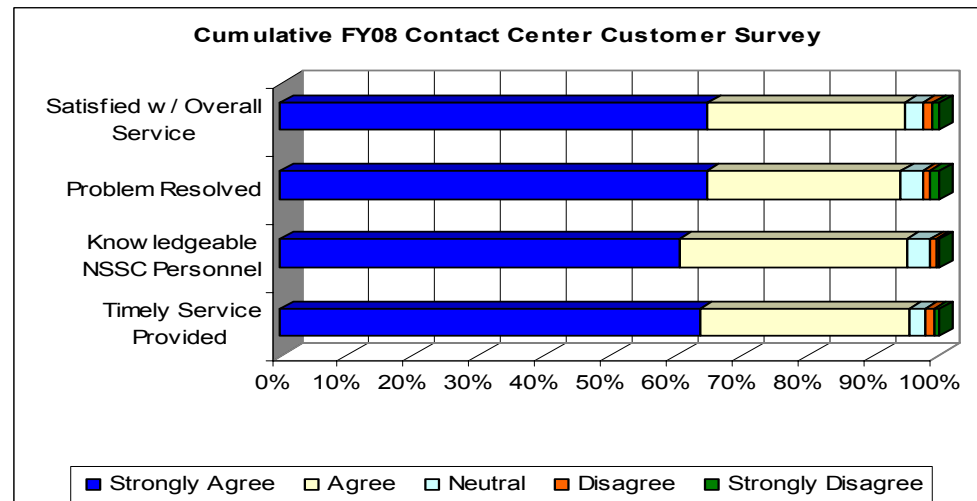
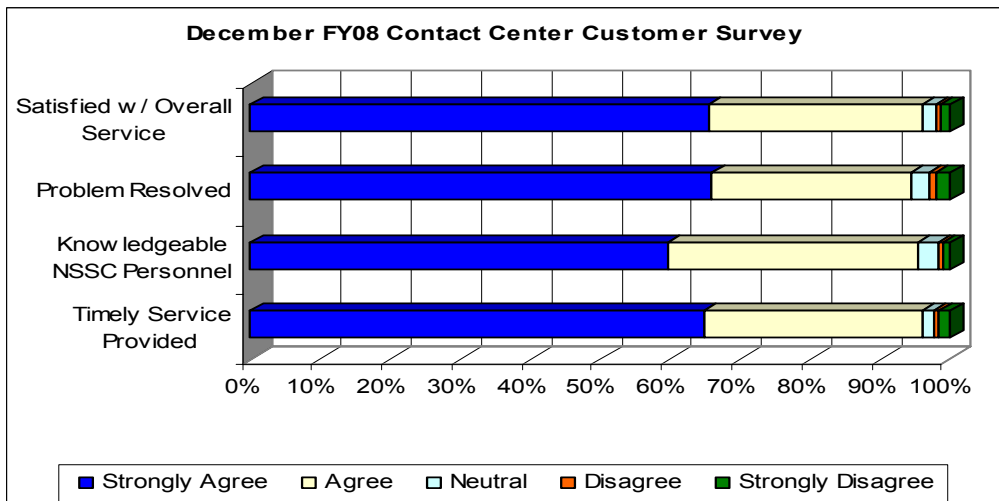
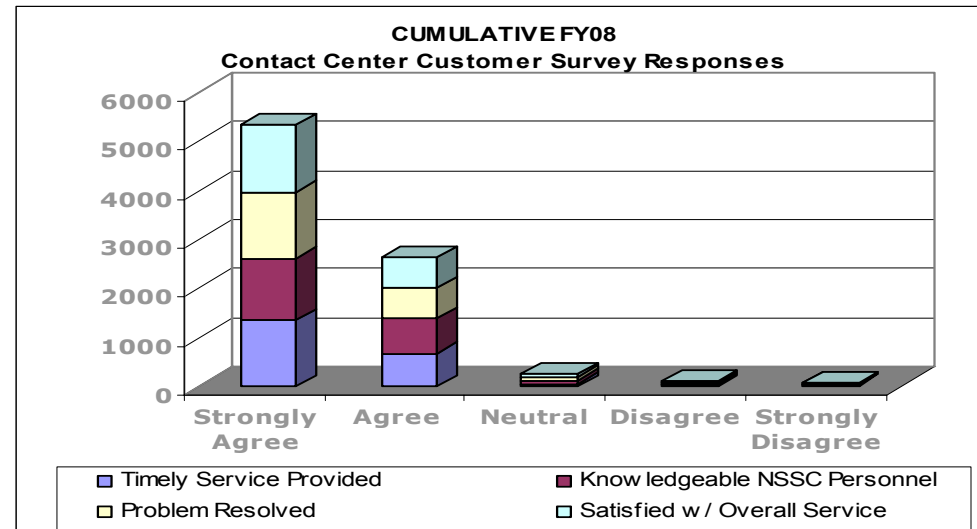
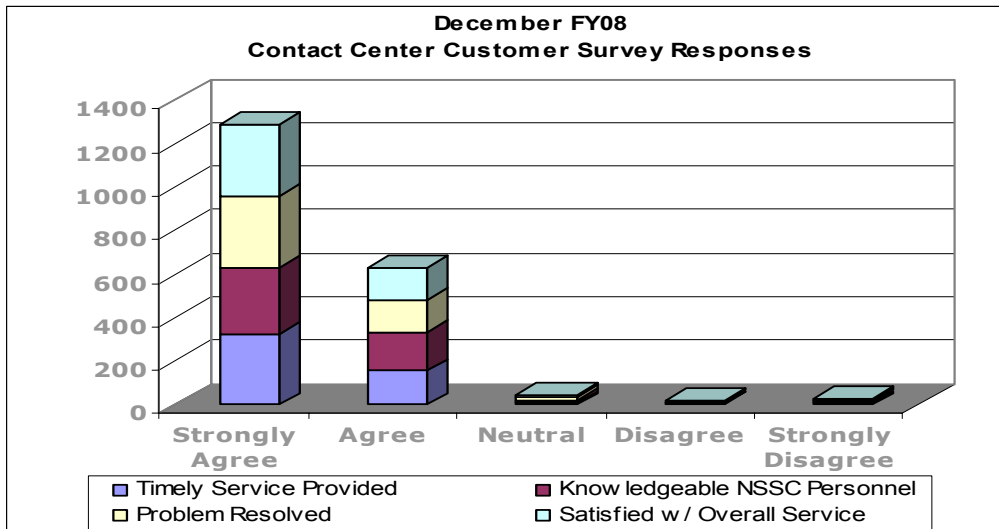


### Assessment:

89.5% of randomly selected customers "agree" or "strongly agree" that they were satisfied with the overall service of the NSSC  
94.7% of randomly selected customers "agree" or "strongly agree" that their problem was resolved to their satisfaction



## CUSTOMER SATISFACTION SURVEY



### Assessment:

96.0% of randomly selected customers "agree" or "strongly agree" that they were satisfied with the overall service of the NSSC  
94.3% of randomly selected customers "agree" or "strongly agree" that their problem was resolved to their satisfaction

# Financial Management

## *Domestic Travel – NQIP Rework*

### DECEMBER 2007

Domestic Travel	<u>ALL</u>	<u>ARC</u>	<u>DFRC</u>	<u>GRC</u>	<u>GSFC</u>	<u>HQ</u>	<u>JSC</u>	<u>KSC</u>	<u>LaRC</u>	<u>MSFC</u>	<u>NSSC</u>	<u>SSC</u>
Total Vouchers	6038	481	192	530	740	811	1078	518	708	853	23	104
Center Rework	200	24	2	25	13	1	84	1	16	32		2
	3.31%	4.99%	1.04%	4.72%	1.76%	0.12%	7.79%	0.19%	2.26%	3.75%	0.00%	1.92%
Billable Rework (>QIG)	29	0	0	0	0	0	29	0	0	0	0	0
Rework Cost (QIG=5%)	\$1,740.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,740.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

# Financial Management

## *Foreign Travel – NQIP Rework*

### DECEMBER 2007

Foreign Travel	<u>ALL</u>	<u>ARC</u>	<u>DFRC</u>	<u>GRC</u>	<u>GSFC</u>	<u>HQ</u>	<u>JSC</u>	<u>KSC</u>	<u>LaRC</u>	<u>MSFC</u>	<u>NSSC</u>	<u>SSC</u>
Total Vouchers	313	18	3	6	72	55	78	22	45	13		1
Center Rework	11	1		1			5			4		
	3.51%	5.56%	0.00%	16.67%	0.00%	0.00%	6.41%	0.00%	0.00%	30.77%	0.00%	0.00%
Billable Rework (>QIG)	4	0	0	0	0	0	1	0	0	3	0	0
Rework Cost (QIG=5%)	\$240.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$60.00	\$0.00	\$0.00	\$180.00	\$0.00	\$0.00

# Financial Management

## *PCS Travel – NQIP Rework*

### DECEMBER 2007

PCS Travel	<u>ALL</u>	<u>ARC</u>	<u>DFRC</u>	<u>GRC</u>	<u>GSFC</u>	<u>HQ</u>	<u>JSC</u>	<u>KSC</u>	<u>LaRC</u>	<u>MSFC</u>	<u>NSSC</u>	<u>SSC</u>
Total Vouchers	88	4	13	7	1	13	8	24	7	9	1	1
Center Rework	0											
	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Billable Rework (>QIG)	0	0	0	0	0	0	0	0	0	0	0	0
Rework Cost (QIG=5%)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

# Transition Update

## FY08 (1<sup>st</sup> and 2<sup>nd</sup> Quarter) Transitions to the NSSC

### **October 2007**

PR: SBIR/STTR Wave II (GRC, MSFC, JPL, JSC, KSC, LaRC)

### **January 2008**

HR: Benefits Processing

HR: PAP

### **February 2008**

FM: AP/AR/FBWT Wave I (DFRC, MSFC, SSC)

# Remaining Major FY08 Transitions to the NSSC

## **April 2008**

FM: Wave II, AP/AR/FBWT (GRC, KSC, LaRC)

## **June 2008**

FM: Wave III, AP/AR/FBWT (ARC, JSC)

## **July 2008**

FM: Wave IV, AP/AR/FBWT (GSFC, HQ, NMO)

## **August 2008**

FM: FI Invoices (All Centers)

## **October 2008**

Grant Payments (All Centers)

## **Activity Summary**

- FY06 – 27 activities
- FY07 – 17 activities
- FY08 – 5 activities

Remaining – 2 activities (FI Invoices and Grants AP)

## AP/AR/FBWT Update

- “Go Live” February 1, 2008
- DSRs began February 4, 2008
- All systems green
  - Using work around in lieu of ACaRT
- Workload as of February 4, 2008
  - 18 invoices paid
  - \$83.71 Interest Paid on three invoices already in the pipeline at “Go Live”
    - » Interest erroneously paid on one invoice resulting in a collection
- Internal Controls
  - Received final Quality Assurance Division, OCFO Process Design Assessment Report
    - » No material weakness
    - » Modifying processes to address observations
  - Will request formal process assessment of processes in practice



## AP/AR/FBWT Performance Measures

- Performance measures align with the NASA Performance Metrics in the OCFO Monthly Financial Management Data Report
- Performance measures include Operational Efficiency Industry Benchmarks
  - Generally accepted industry benchmarks
  - Major stakeholders involved in determining operational benchmarks and targets
  - Setting targets will require detailed analysis of industry processes – vs. – Government/NASA processes
  - Meeting targets will require end-to-end process reengineering and greater use of technology
  - Establish targets in FY08 and refine over time
  - Operational efficiencies benchmarks and targets are will drive process reengineering that will make the NSSC more efficient; use of metrics, benchmarks and targets is consistent with the Agency's cost and quality objectives for implementing a Shared Services business model
- The OCFO will consolidate all Financial Management SLI into a single SLA between the OCFO and the NSSC

## AP/AR/FBWT Stabilization

- ORR conducted January 23, 2008
  - Readiness assessed in nine areas
    - » Staffing
    - » Training
    - » Processes and documentation
    - » Infrastructure
    - » Performance measures
    - » Stakeholder concurrence
    - » Internal controls
    - » Systems and software
    - » Center readiness
- Overall Readiness Green

## AP/AR/FBWT Stabilization

- A post-transition stabilization period follows each Wave
  - 2 months for Wave 1
- Status Reviews conducted daily for real time assessment
- Attendees are major stakeholders
- DSR checklist
  - Customer calls and inquiries for AP/AR/FBWT
  - Workload
  - In and Out Performance metrics
  - Outstanding issues
  - Internal controls and audit activity
  - Status of critical business systems

## AP/AR/FBWT Stabilization (continued)

- DSR slides posted each day on the NSSC Customer Web
- The Deputy CFO and key OCFO staff will be briefed regularly on post-transition stabilization
- The following factors will be considered in assessing stabilization for Wave 1 Centers before transitioning Wave 2 Centers
  - Performance against key indicators
  - Wave 1 CFO's input on stability of processes
  - Satisfactory resolution/risk mitigation strategy for significant issues identified during stabilization period
  - Internal controls
- The Deputy CFO will consider these and other relevant factors and input from stakeholders in deciding whether to transition Wave 2 Centers as scheduled
- Readiness for transition of Wave 2 Centers will be demonstrated in the Wave 2 ORR tentatively scheduled for March 25th

## Service Delivery Priorities

- Building customer confidence
  - Exceptional performance
  - Easy to use interfaces
  - Excel at recovery
- Business intelligence that gives us end-to-end insights into our processes
- Quality control
- Customer feedback and resulting process improvements
- Reducing unit cost
- Optimizing our portfolio

# Business & Administration Update

Rebecca Dubuisson  
Director, Business & Administration Office

## Business & Administration Agenda

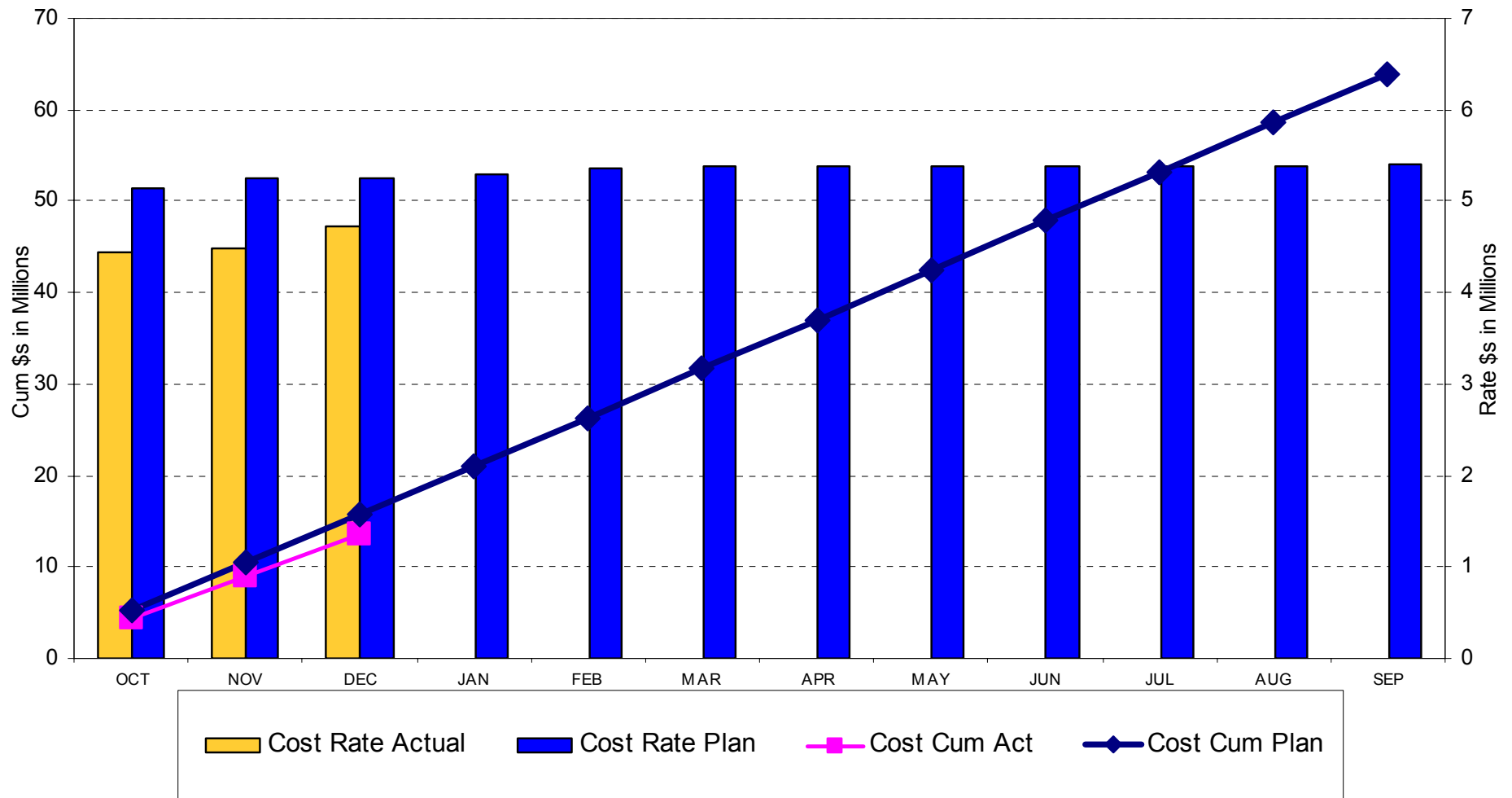
- Financial Summary
- Permanent Facility Status
- NSSC Active Risk Manager Summary

## Financial Summary

- Current overall financial state
  - First quarter FY08 operating loss of \$300K (not strong indicator of end-of-year performance)
    - » AP/AR costs incurred, but not billed or earned, prior to February 1, 2008, transition
    - » PAP costs incurred, but not billed or earned, prior to January 2008 transition
  - Under cost plan by \$2.1M due to:
    - » Delayed costing of Agency contracts
    - » Under run in labor, travel, and other direct costs
- New building occupation delay impact of \$1.1M through end of April 2008 (working with the State of Mississippi to mitigate)
- Next round of Center IPACs (for March-May operations) due end of February



# NSSC Total Cost FY08



	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>EOY</u>
Cost Rate Plan	5.1	5.2	5.3	5.3	5.4	5.4	5.4	5.4	5.4	5.4	5.4	5.4	
Cost Rate Actual	4.5	4.5	4.7										
Delta	-14%	-15%	-10%										
Cost Cum Plan	5.1	10.4	15.7	20.9	26.3	31.7	37.0	42.4	47.8	53.2	58.6	64.0	
Cost Cum Act	4.5	8.9	13.6										
Delta	-14%	-14%	-13%										

## FY2010 PPBE NSSC Process

- Sep 07 - Internal NSSC review of data requirements and adjustments
- Oct 3 - Data call package sent out to all Centers to project utilization and training procurement requirements for FY09-14
- Nov 6 - All Center submits to NSSC received
- Dec 10 - All Center submits validated with Centers and adjusted accordingly
- Dec 13 - Validated data sent back to Centers for review and comment
- Dec 20 - Received contractor estimate to support updated utilization for FY09-14
- Jan 15 - Centers requested updates to validated data complete and returned to the Centers
- Jan 24 - Completed analysis of costs and projected utilization to determine service level rates and Center chargebacks
- Jan 30 - NSSC management decisions on cost adjustments with resulting changes in service level rates and Center chargebacks
- Feb 1 - Updated rates/chargeback analysis complete
- Feb 5 - Final internal review of NSSC budget, rates, and chargebacks
- Feb 6 - Center ViTS to review rates and chargebacks

**FY2011 PPBE preparations will begin earlier to have budget complete by late December; Center data call in September 08**

# Rate Trend

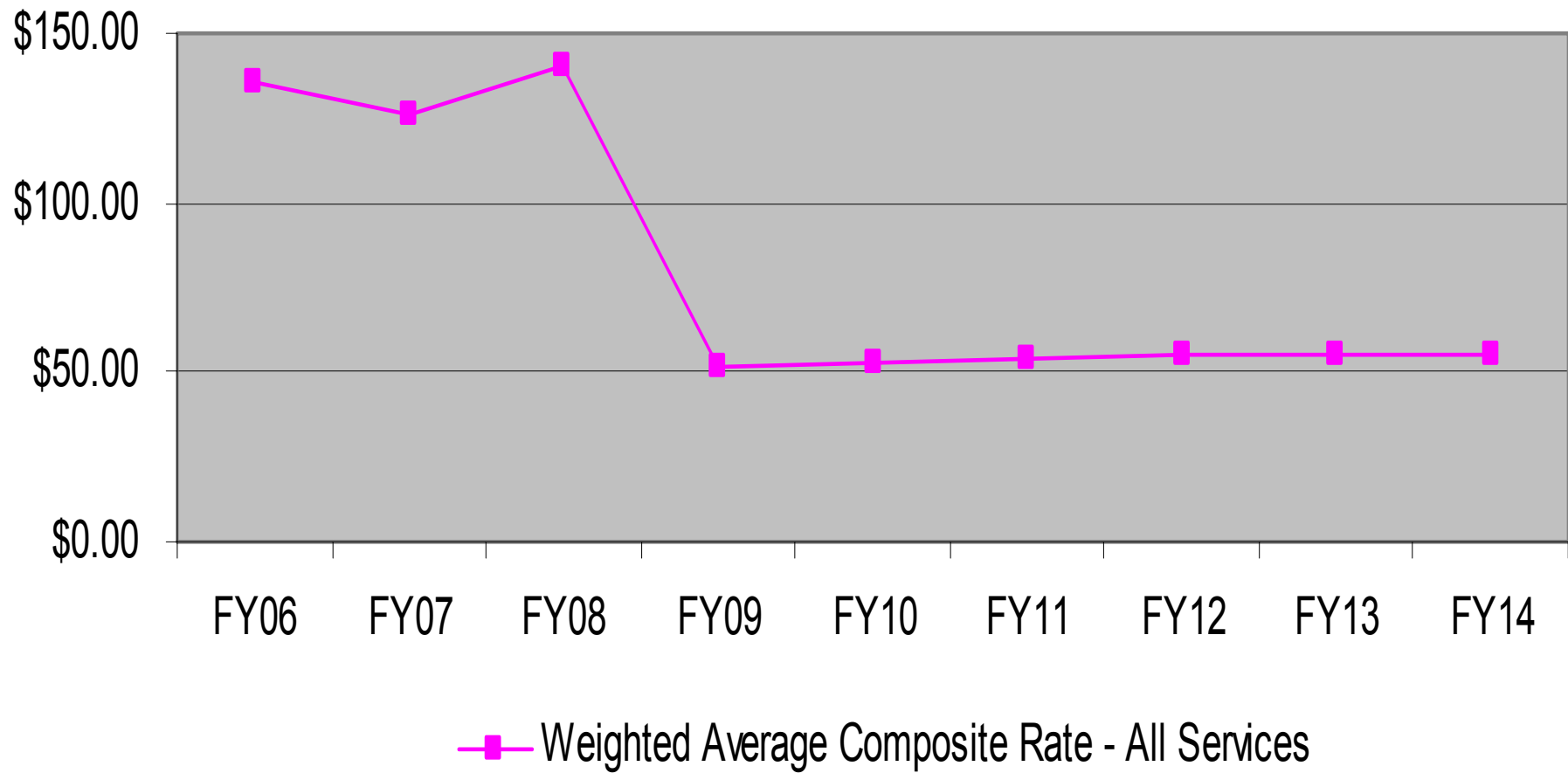
NSSC RATE TRENDS									
Services	FY06	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY14
<b>FINANCIAL MANAGEMENT</b>									
Accounts Payable			\$ 259	\$ 108	\$ 109	\$ 114	\$ 115	\$ 115	\$ 115
Accounts Receivable			\$ 241	\$ 111	\$ 112	\$ 116	\$ 117	\$ 118	\$ 118
Payroll/Time & Attendance Processing	\$ 321	\$ 346	\$ 160	\$ 120	\$ 121	\$ 127	\$ 130	\$ 132	\$ 133
FBWT				\$ 13	\$ 13	\$ 14	\$ 14	\$ 14	\$ 14
Travel Services	\$ 69	\$ 71	\$ 60						
Domestic Travel Services				\$ 35	\$ 35	\$ 37	\$ 37	\$ 37	\$ 37
PCS, Foreign & ETDY Services				\$ 332	\$ 338	\$ 359	\$ 367	\$ 373	\$ 374
PCS & ETDY Relocation Assistance*	\$ 2,126	\$ 1,454	\$ 1,977	\$ 2,367	\$ 2,477	\$ 2,597	\$ 2,619	\$ 2,634	\$ 2,647
<b>HUMAN RESOURCES</b>									
Support to Personnel Programs	\$ 238	\$ 285	\$ 165	\$ 141	\$ 146	\$ 151	\$ 152	\$ 154	\$ 154
Employee Development and Training	\$ 284	\$ 172	\$ 156	\$ 106	\$ 109	\$ 114	\$ 116	\$ 118	\$ 118
Employee Benefits	\$ 69	\$ 95	\$ 126	\$ 144	\$ 144	\$ 151	\$ 154	\$ 155	\$ 156
Human Resource and Training Information Systems		\$ 184	\$ 113	\$ 142	\$ 145	\$ 153	\$ 157	\$ 161	\$ 163
Personnel Action Processing and Record Keeping			\$ 92						
eOPF Record Keeping				\$ 23	\$ 24	\$ 25	\$ 25	\$ 25	\$ 25
Personnel Action Processing				\$ 73	\$ 75	\$ 78	\$ 80	\$ 81	\$ 81
Recruiting Events Logistics		\$ 5,046							
SES Case documentation	\$ 3,079	\$ 4,124	\$ 10,201	\$ 8,225	\$ 8,633	\$ 9,066	\$ 9,156	\$ 9,410	\$ 8,455
PCS Relocation (Cartus Contract Support)		\$ 35,211							
<b>PROCUREMENT</b>									
Procurement Processing and Other Admin Services		\$ 287	\$ 238	\$ 195	\$ 202	\$ 219	\$ 229	\$ 241	\$ 250
Grants and Cooperative Agreements	\$ 6,378	\$ 3,460	\$ 3,453						
SBIR/STTR Contracts		\$ 5,227	\$ 5,642						
Grant & SBIR Awards				\$ 2,853	\$ 2,830	\$ 2,947	\$ 2,983	\$ 3,022	\$ 3,029
Grant & SBIR Administration				\$ 677	\$ 678	\$ 740	\$ 738	\$ 745	\$ 746
Training Purchases	\$ 249	\$ 99							
Off-Site Training Purchases			\$ 136	\$ 94	\$ 117	\$ 122	\$ 125	\$ 126	\$ 127
On-Site Training Purchases				\$ 522	\$ 575	\$ 602	\$ 599	\$ 612	\$ 626
On-Site Training Purchases <\$25K and COTS			\$ 382						
On-Site Training Purchases > or = \$25K and all Non-COTS			\$ 1,018						
Liaison Support			\$ 130,027	\$ 130,174	\$ 135,996	\$ 138,035	\$ 142,477	\$ 147,070	\$ 151,819
ODIN Seat Management				\$ 26	\$ 27	\$ 28	\$ 28	\$ 25	\$ 25

\*PCS/ETDY Relocation Assistance moves from HR to FM in FY09

Transition

Stabilization

## Weighted Average Composite Rate - All Services



# Services Budget Summary

(\$ in Millions)	<u>FY09</u>	<u>FY10</u>	<u>FY11</u>	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>
FY2010 PPBE	55.2	56.1	58.6	59.6	60.6	61.0
FY2009 PPBE	55.8	56.8	58.4	59.4	61.0	
<b>\$ delta</b>	<b>(0.6)</b>	<b>(0.7)</b>	<b>0.2</b>	<b>0.2</b>	<b>(0.4)</b>	<b>61.0</b>
<b>% delta</b>	<b>-1.1%</b>	<b>-1.3%</b>	<b>0.3%</b>	<b>0.4%</b>	<b>-0.6%</b>	

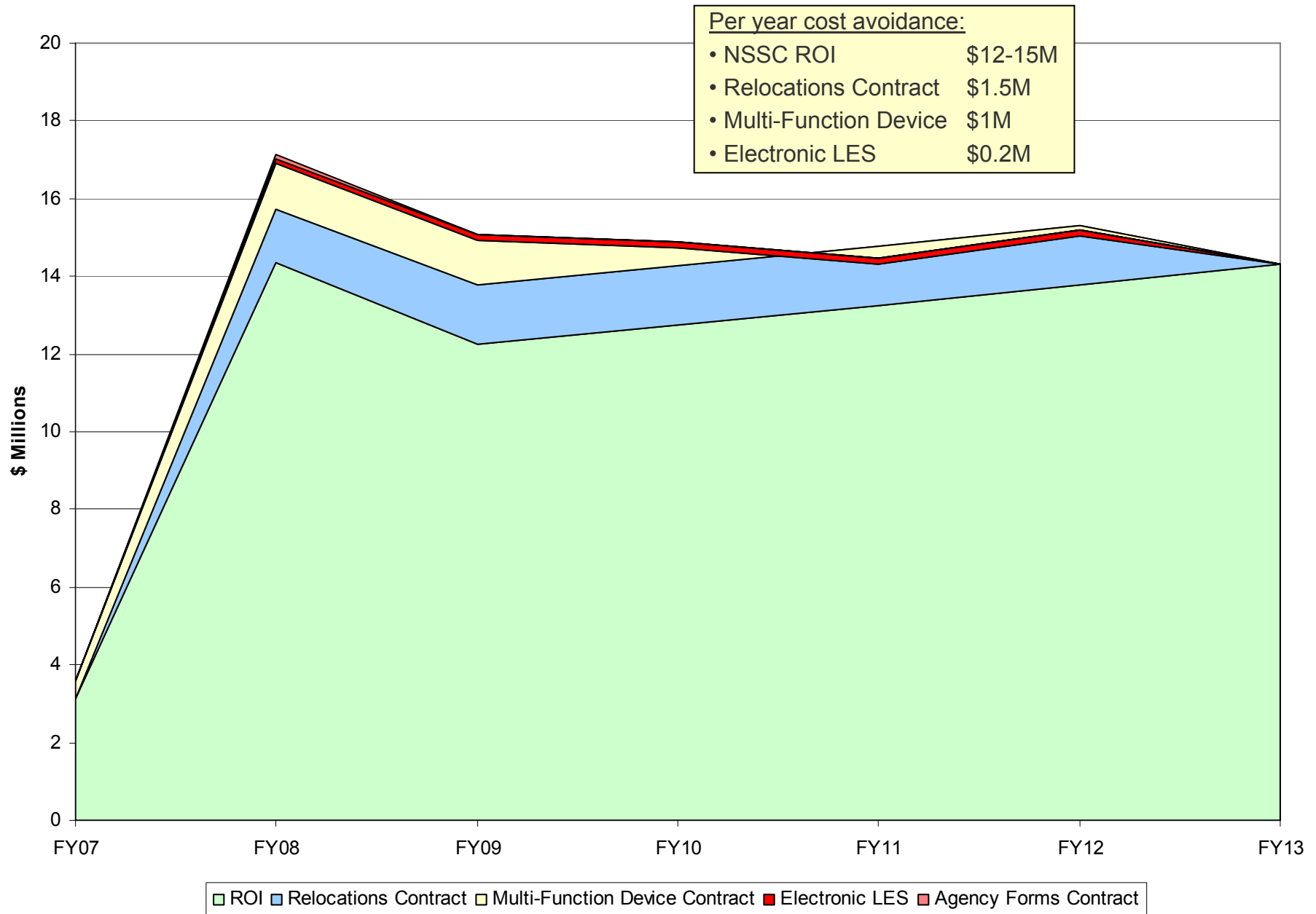
- Reduced WYE training allocation from \$850 to \$250; reduced budget by \$203K
- Updated planned CS labor costs; reduced budget by \$511K
  - Used CS actual grade + step instead of Step 3 of higher grade for dual graded positions or Step 6 of single graded positions
  - Reduced COLA by 0.5% based upon latest OPM salary tables
- Updated facility support costs; reduced budget by \$600K
- Removed FY09 IT budget for new facility; reduced budget by \$700K
- Applied \$2M earnings to buy down rates each year in FY09 and FY10
- PPBE10 reflects impacts of AP/AR not captured in PPBE09

(\$ in Millions)	<u>FY09</u>	<u>FY10</u>	<u>FY11</u>	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>
FY2009 PPBE	55.8	56.8	58.4	59.4	61.0	
FY2009 AP/AR Impacts	5.7	5.8	6.0	6.0	5.8	
FY2009 PPBE Adj for AP/AR	61.5	62.5	64.5	65.4	66.7	
FY2010 PPBE	55.2	56.1	58.6	59.6	60.6	61.0
<b>\$ delta</b>	<b>(6.2)</b>	<b>(6.5)</b>	<b>(5.8)</b>	<b>(5.8)</b>	<b>(6.1)</b>	
<b>% delta</b>	<b>-11.2%</b>	<b>-11.4%</b>	<b>-10.0%</b>	<b>-9.7%</b>	<b>-10.1%</b>	

## FY 2010 PPBE Summary

- PPBE10 first budget to use WCF earnings (accumulated since FY06) to reduce rates by eliminating program reserves in FY09 and FY10
  - \$2M applied in FY09; \$2M to be applied in FY10 (revisit in PPBE11)
- FY09 begins planned stabilization phase; FY06-08 were transition/learning years
- Cost reductions evident in Procurement and HR
- Cost increase in FM driven by OCFO AP/AR/FBWT FY07 decisions affecting scope and transition in FY08 (not captured in PPBE09)
- PPBE10 changes to services
  - Travel Services: one rate for domestic travel and one rate for combined PCS, Extended TDY, and Foreign Travel
  - PAP: one rate for e-OPF Record Keeping and one rate for PAP
  - Grants and SBIR/STTR Contracts: one consolidated rate for Grants, Coop Agreements, SBIR Awards and one consolidated rate for Grants, Coop Agreements, SBIR Administration
  - Onsite Training Purchases: one rate for onsite training purchases and one rate for offsite

# Cost Avoidance Impact







- Three story facility located in the SSC Administrative Complex
- Revised move in schedule to start in March 2008 and complete in May 2008
- Initial shipments of furniture received and 64 cubes assembled on 2nd floor
- IT activation has begun; racks installed in main computer room



# NSSC Active Risk Manager Summary

## 16 Open Risks



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5	4707				
4					
3		4686 4697 4708	4682 4687		
2	4725	4417 4698 4855 4718			4416
1	4701 4807		4073 4706		
	1	2	3	4	5

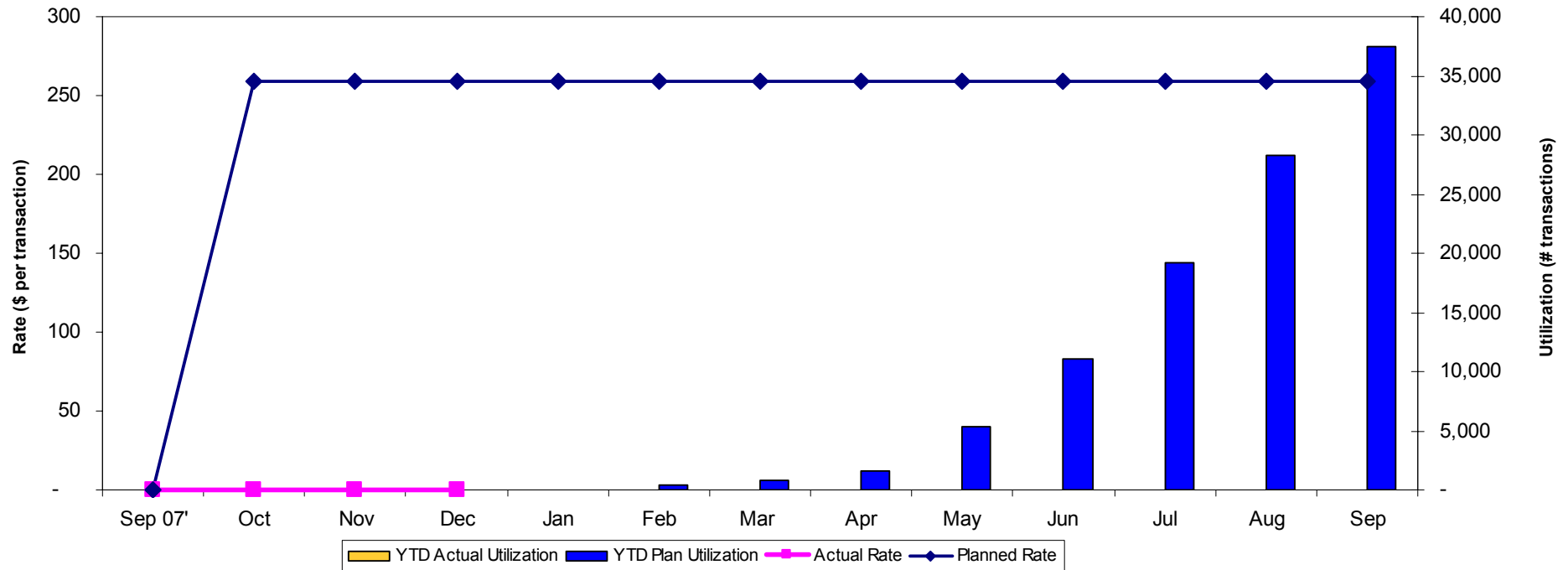
CONSEQUENCE

4416	Network Connectivity Failure
4682	PAP – Unusually High Volume of Expedited Actions
4687	Lack of Consistent Use of WTTS by the Centers
4073	COOP Activation
4417	New Building 1111 IT Infrastructure Delay
4686	PAP – FPPS Data Integrity
4697	AP – Agency not Paying Invoices Timely
4698	AP – Contract Modifications by Procurement

4701	AP - Critical Systems Access
4706	AP/AR – Critical Systems Interface Failure
4707	AR - SAP Limitations
4708	AR - Inability to Resolve Unidentifiable Checks
4718	PAP – High Volume of Inquiries to Contact Center
4725	SATERN 3 Character Type Passwords
4807	EPTS Desktop Configuration
4855	AP – Systems Intuitiveness



# Business & Administration Office Backup



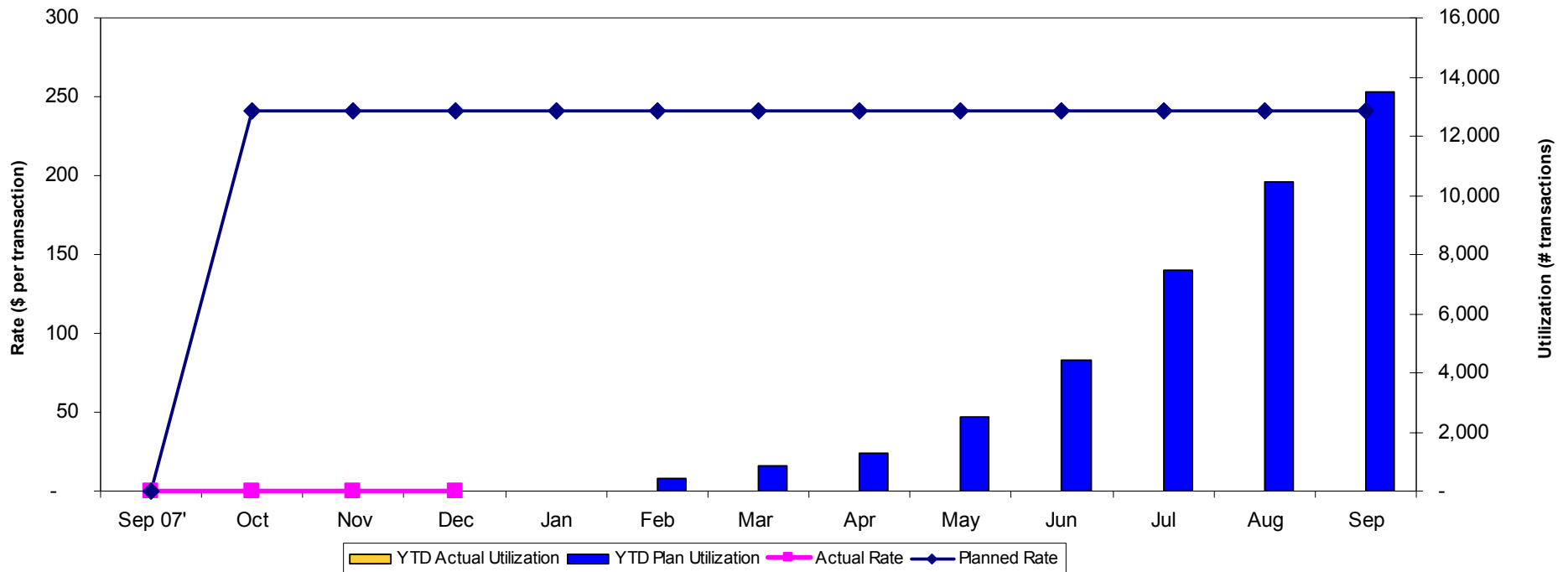
	Sep 07'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	-	623	1,345	2,068	2,817	3,654	4,500	5,364	6,228	7,092	7,957	8,821	9,685
YTD Actual (\$K)	-	290	776	1,422	-	-	-	-	-	-	-	-	-
<b>Number of Transactions</b>													
YTD Plan Utilization	-	-	-	-	-	383	766	1,565	5,379	11,081	19,250	28,323	37,404
YTD Actual Utilization	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Rate (\$/transaction)</b>													
Planned Rate	-	259	259	259	259	259	259	259	259	259	259	259	259
Actual Rate	-	█ #DIV/0!	█ #DIV/0!	█ #DIV/0!	-	-	-	-	-	-	-	-	-

**Metric - # of Invoices/Payments**

**EOY Earned (\$Ks)**

█ #DIV/0!

Assemble, review, process, record, report, and reconcile commercial, government invoices, P-card invoices, and Grant payments.



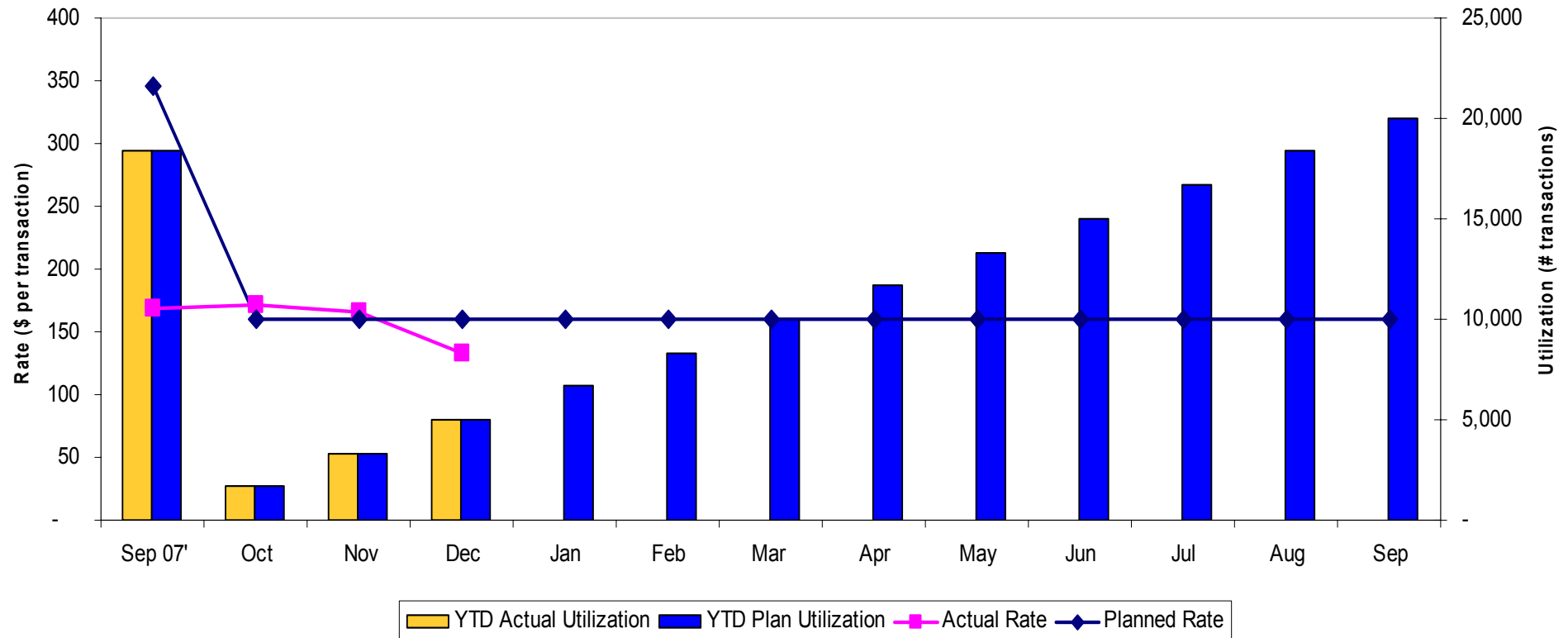
	Sep 07'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	-	248	509	770	1,045	1,322	1,598	1,875	2,151	2,427	2,704	2,980	3,256
YTD Actual (\$K)	-	215	539	771									
<b>Number of Transactions</b>													
YTD Plan Utilization	-	-	-	-	-	414	830	1,284	2,507	4,416	7,441	10,469	13,497
YTD Actual Utilization	-	-	-	-									
<b>Rate (\$/transaction)</b>													
Planned Rate	-	241	241	241	241	241	241	241	241	241	241	241	241
Actual Rate	-	#DIV/0!	#DIV/0!	#DIV/0!									

**Metric - # of Billings/Collections**

**EOY Earned (\$Ks)**

**#DIV/0!**

Provide consolidated billing and collection for reimbursable and non-reimbursable accounts receivable.



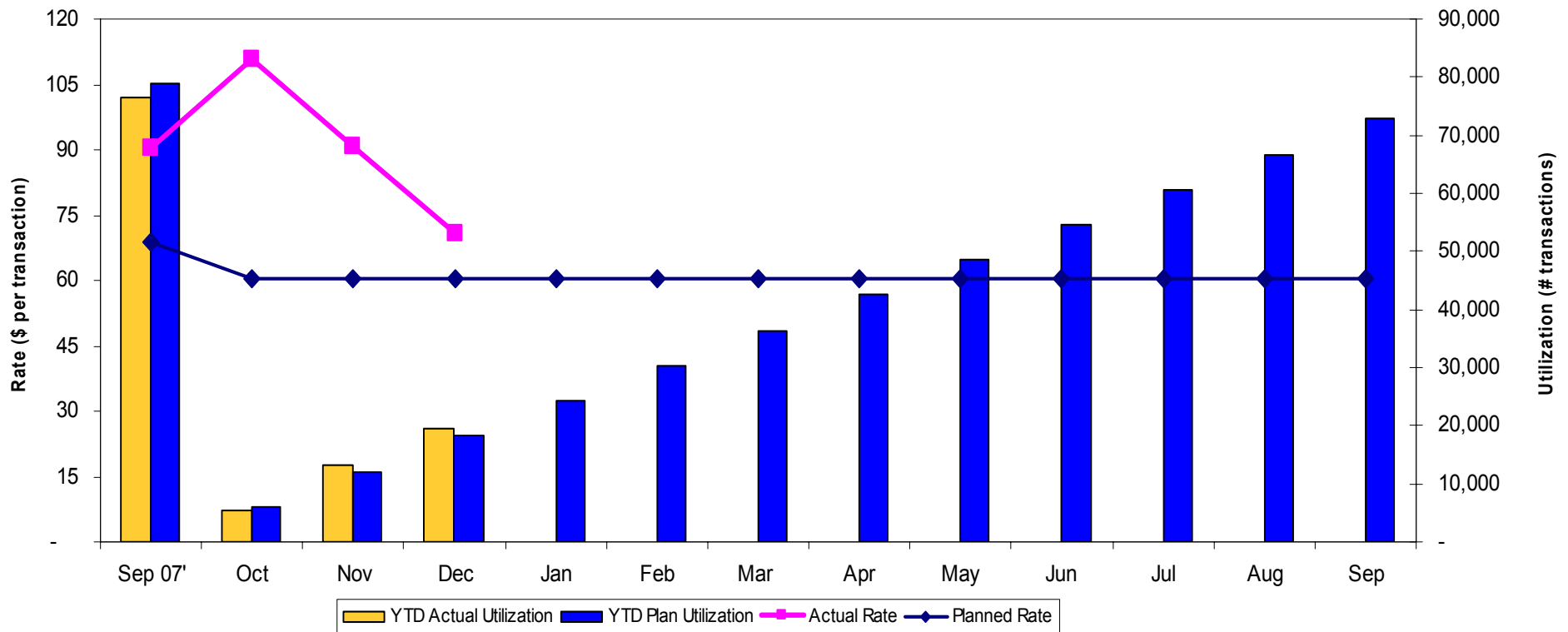
	Sep 07'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	6,381	269	538	807	1,076	1,343	1,610	1,877	2,144	2,411	2,678	2,945	3,212
YTD Actual (\$K)	3,097	286	552	667									
<b>Number of Transactions</b>													
YTD Plan Utilization	18,421	1,668	3,336	5,005	6,673	8,341	10,009	11,677	13,345	15,014	16,682	18,350	20,018
YTD Actual Utilization	18,421	1,668	3,336	5,005									
<b>Rate (\$/transaction)</b>													
Planned Rate	346	160	160	160	160	160	160	160	160	160	160	160	160
Actual Rate	168	172	165	133									

Metric - # of W-2 Forms

EOY Earned (\$Ks)

#DIV/0!

WebTADS administration, employee payroll review, validation and inquiry support, time & attendance review and validation



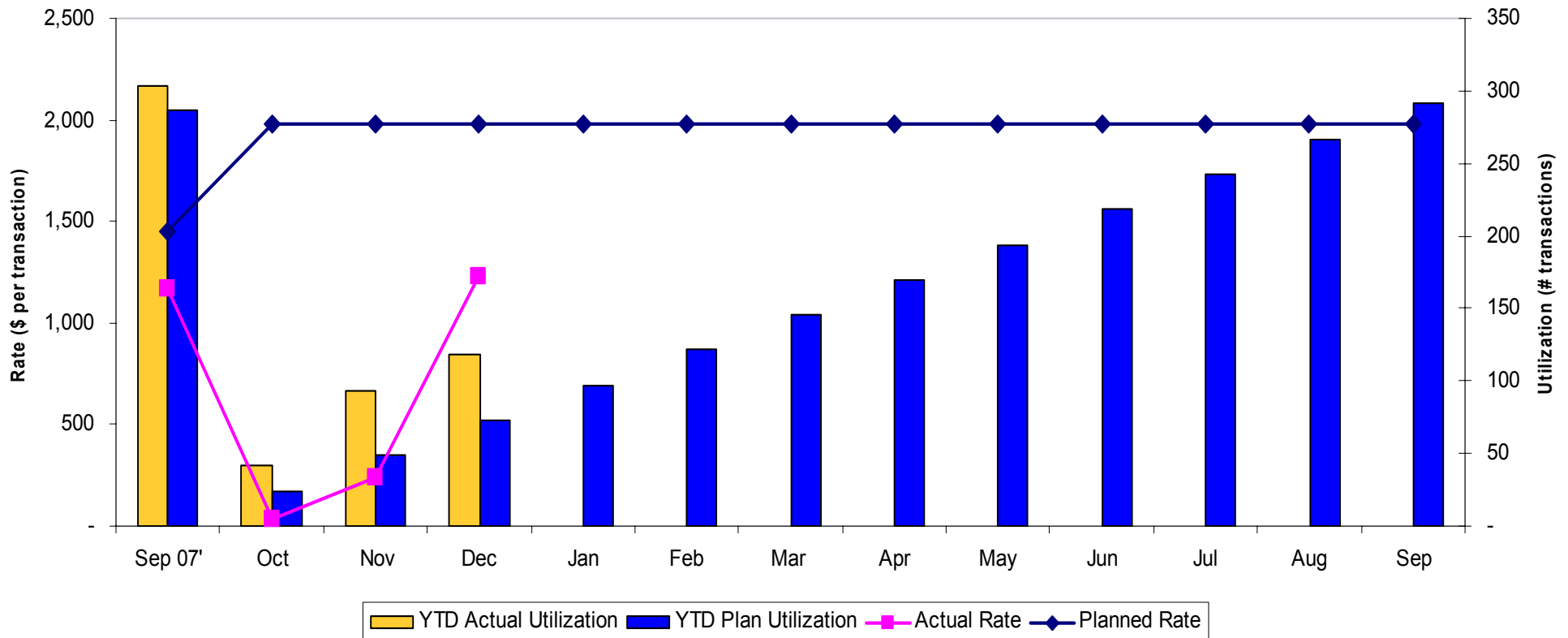
	Sep 07'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	2,971	369	738	1,106	1,474	1,840	2,206	2,572	2,937	3,303	3,668	4,034	4,399
YTD Actual (\$K)	6,922	587	1,200	1,390									
<b>Number of Transactions</b>													
YTD Plan Utilization	79,032	6,065	12,130	18,195	24,260	30,325	36,390	42,455	48,521	54,586	60,651	66,716	72,781
YTD Actual Utilization	76,426	5,297	13,194	19,642									
<b>Rate (\$/transaction)</b>													
Planned Rate	69	60	60	60	60	60	60	60	60	60	60	60	60
Actual Rate	91	111	91	71									

Metric - # of Vouchers Processed

EOY Earned (\$Ks)

#DIV/0!

Travel reimbursement services for authorized Agency travel, including domestic, foreign, local, extended temporary duty and change of station



	<u>Sep 07'</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>
YTD Planned (\$K)	417	47	94	145	192	238	289	335	381	432	478	524	575
YTD Actual (\$K)	354	2	22	145									
<b>Number of Transactions</b>													
YTD Plan Utilization	287	24	49	73	97	121	146	170	194	218	243	267	291
YTD Actual Utilization	303	42	93	118									
<b>Rate (\$/transaction)</b>													
Planned Rate	1,454	1,977	1,977	1,977	1,977	1,977	1,977	1,977	1,977	1,977	1,977	1,977	1,977
Actual Rate	1,168	36	239	1,226									

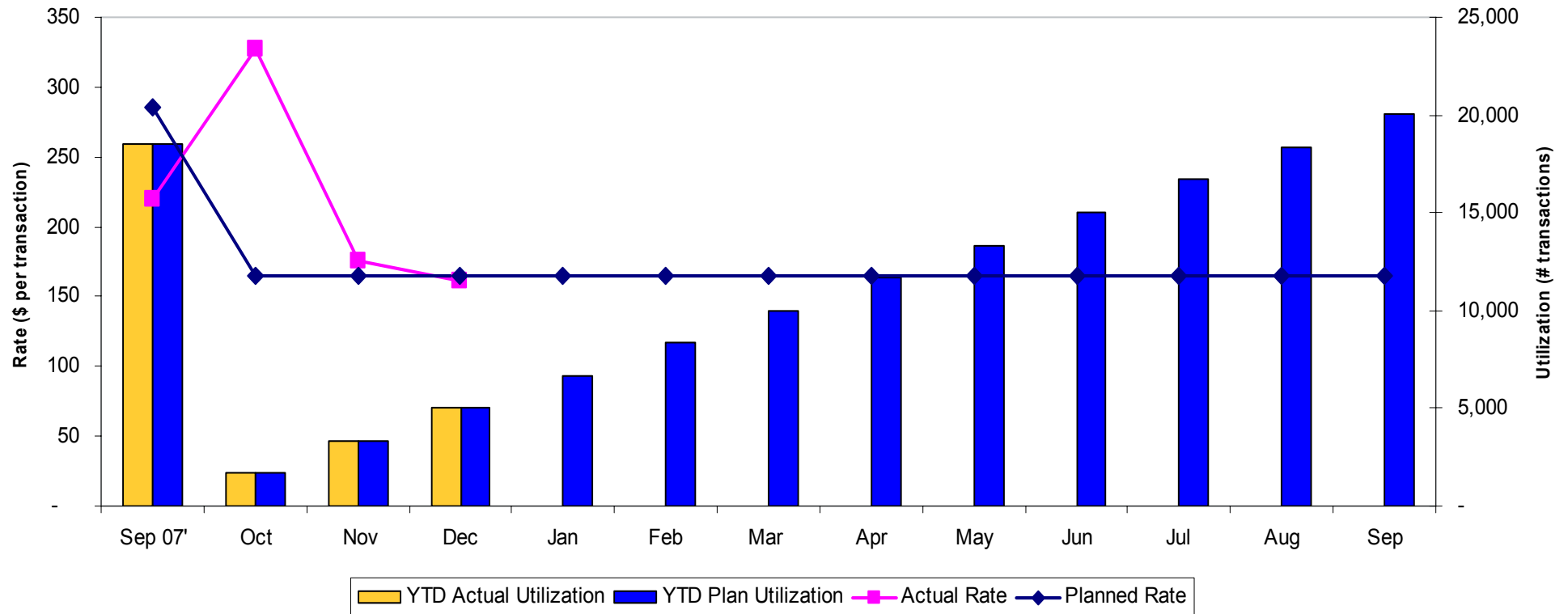
**Metric - # of PCS Moves (excluding NSSC)**

**EOY Earned (\$Ks)**

**#DIV/0!**

Counsel and process actions for employees and new hires on entitlements for movement to new duty location





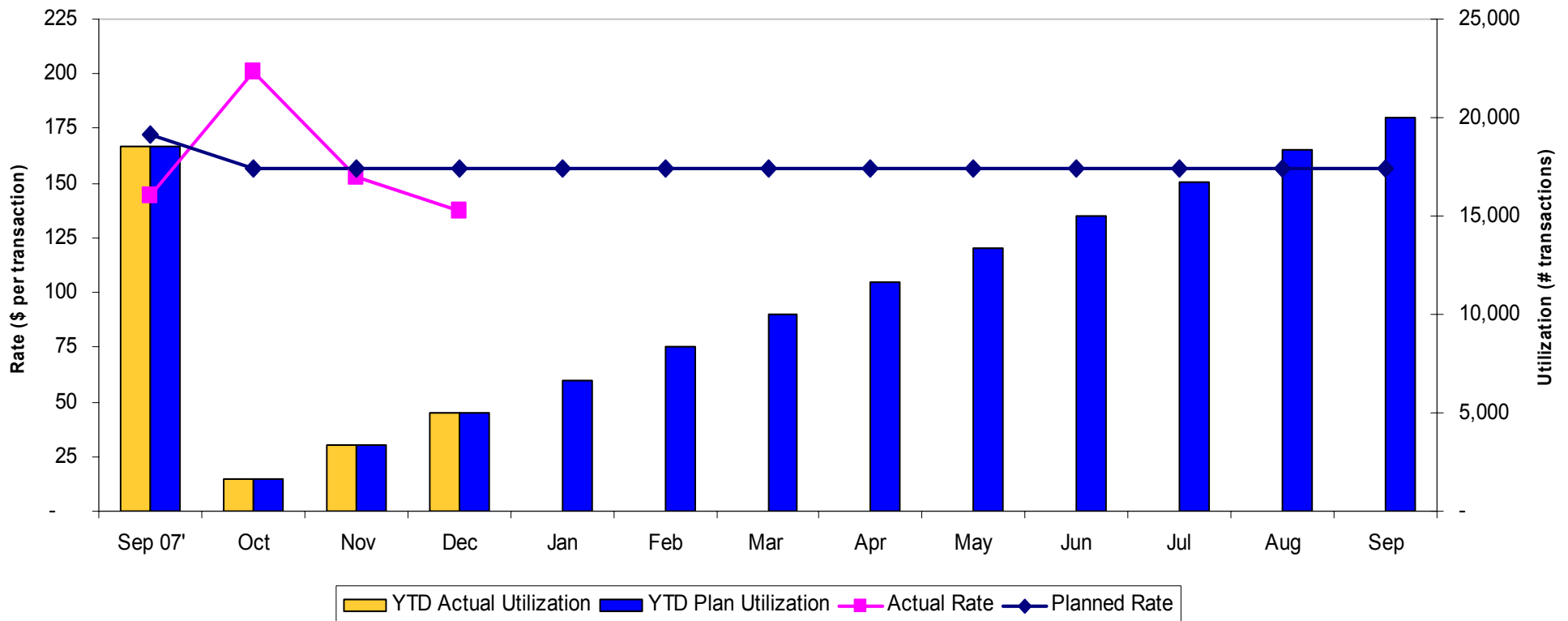
	Sep 07'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	5,285	278	555	832	1,109	1,384	1,659	1,935	2,210	2,485	2,760	3,035	3,310
YTD Actual (\$K)	4,073	546	585	805									
<b>Number of Transactions</b>													
YTD Plan Utilization	18,519	1,668	3,336	5,005	6,673	8,341	10,009	11,677	13,345	15,014	16,682	18,350	20,018
YTD Actual Utilization	18,519	1,668	3,336	5,005									
<b>Rate (\$/transaction)</b>													
Planned Rate	285	165	165	165	165	165	165	165	165	165	165	165	165
Actual Rate	220	327	175	161									

**Metric - # of W-2 Forms**

**EOY Earned (\$Ks)**

**#DIV/0!**

Drug testing administration, general employment inquiries, position classification appeals, employee recognition and awards processing, agency honor awards, preparation and distribution of employee notices, support to HR specialists, development and delivery of information materials



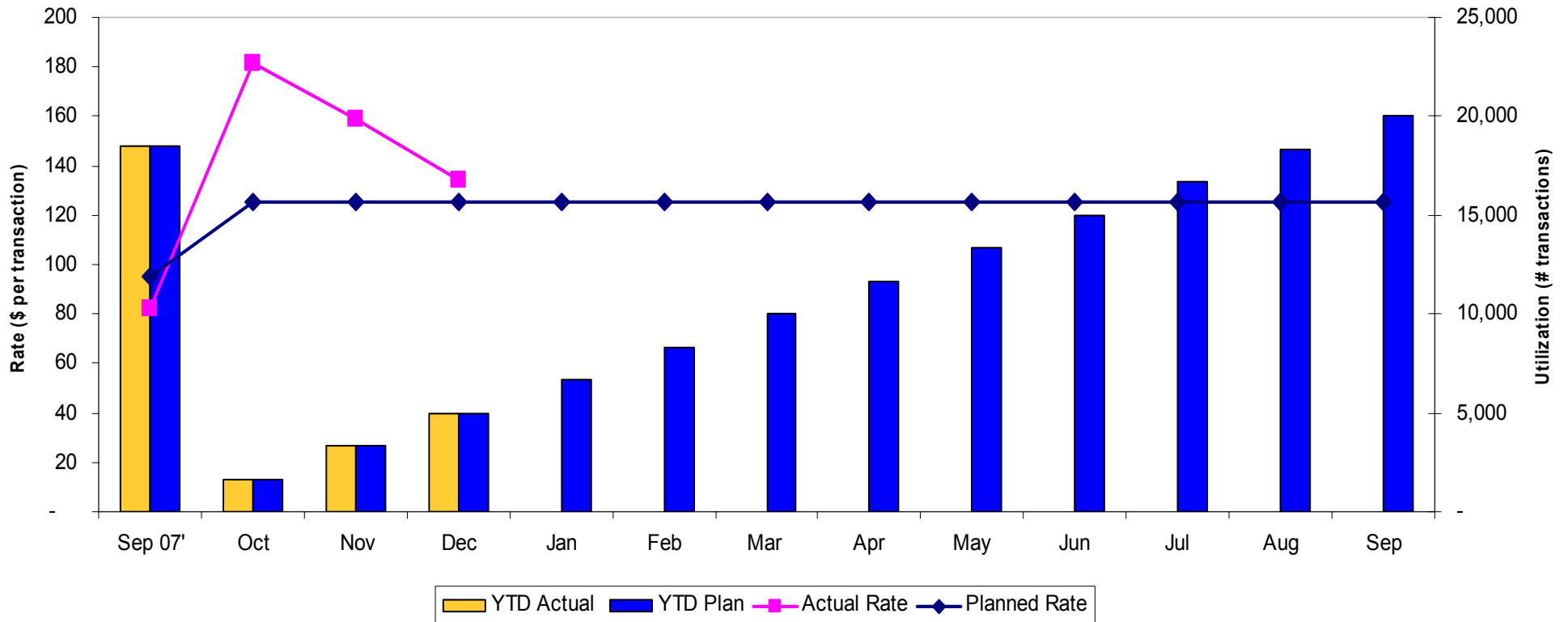
	<u>Sep 07'</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>
YTD Planned (\$K)	3,188	263	525	787	1,048	1,308	1,569	1,829	2,089	2,349	2,609	2,869	3,130
YTD Actual (\$K)	2,679	335	510	689									
<b>Number of Transactions</b>													
YTD Plan Utilization	18,519	1,668	3,336	5,005	6,673	8,341	10,009	11,677	13,345	15,014	16,682	18,350	20,018
YTD Actual Utilization	18,519	1,668	3,336	5,005									
<b>Rate (\$/transaction)</b>													
Planned Rate	172	156	156	156	156	156	156	156	156	156	156	156	156
Actual Rate	145	201	153	138									

**Metric - # of W-2 Forms**

**EOY Earned (\$Ks)**

**#DIV/0!**

Training services support for specific needs standard across agency, registration/reimbursement for individually funded training activities, processing of on-site training notices, training data entry, support to surveys and assessments, GS-1102 training program



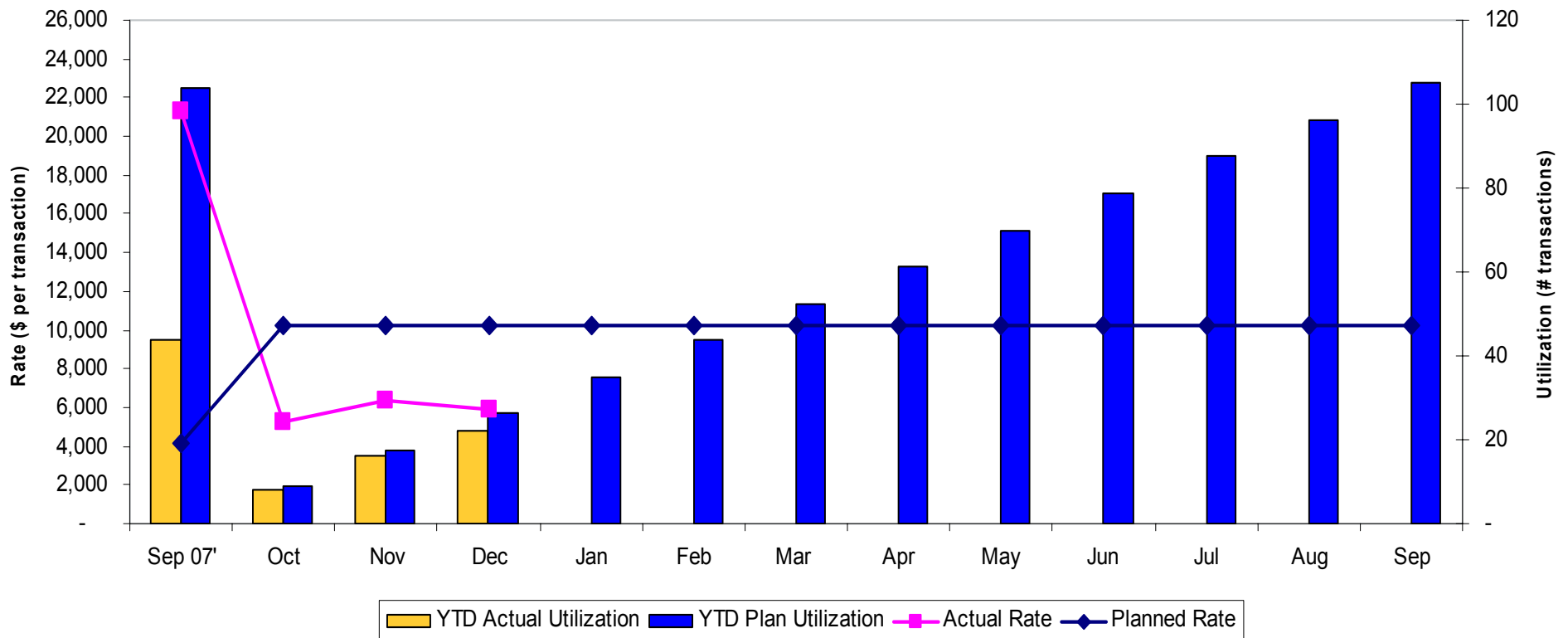
	<u>Sep 07'</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>
YTD Planned (\$K)	1,762	212	422	632	843	1,052	1,261	1,470	1,679	1,888	2,097	2,307	2,516
YTD Actual (\$K)	1,526	302	530	672									
<b>Number of Transactions</b>													
YTD Plan	18,519	1,668	3,336	5,005	6,673	8,341	10,009	11,677	13,345	15,014	16,682	18,350	20,018
YTD Actual	18,519	1,668	3,336	5,005									
<b>Rate (\$/transaction)</b>													
Planned Rate	95	126	126	126	126	126	126	126	126	126	126	126	126
Actual Rate	82	181	159	134									

**Metric - # of W-2 Forms**

**EOY Earned (\$Ks)**

**#DIV/0!**

Benefits processing, new hire, transfer, and reassignment in-processing, administration of leave donor program and advance sick leave, organization of health fairs and occupational health and safety awareness fairs, and financial disclosure forms



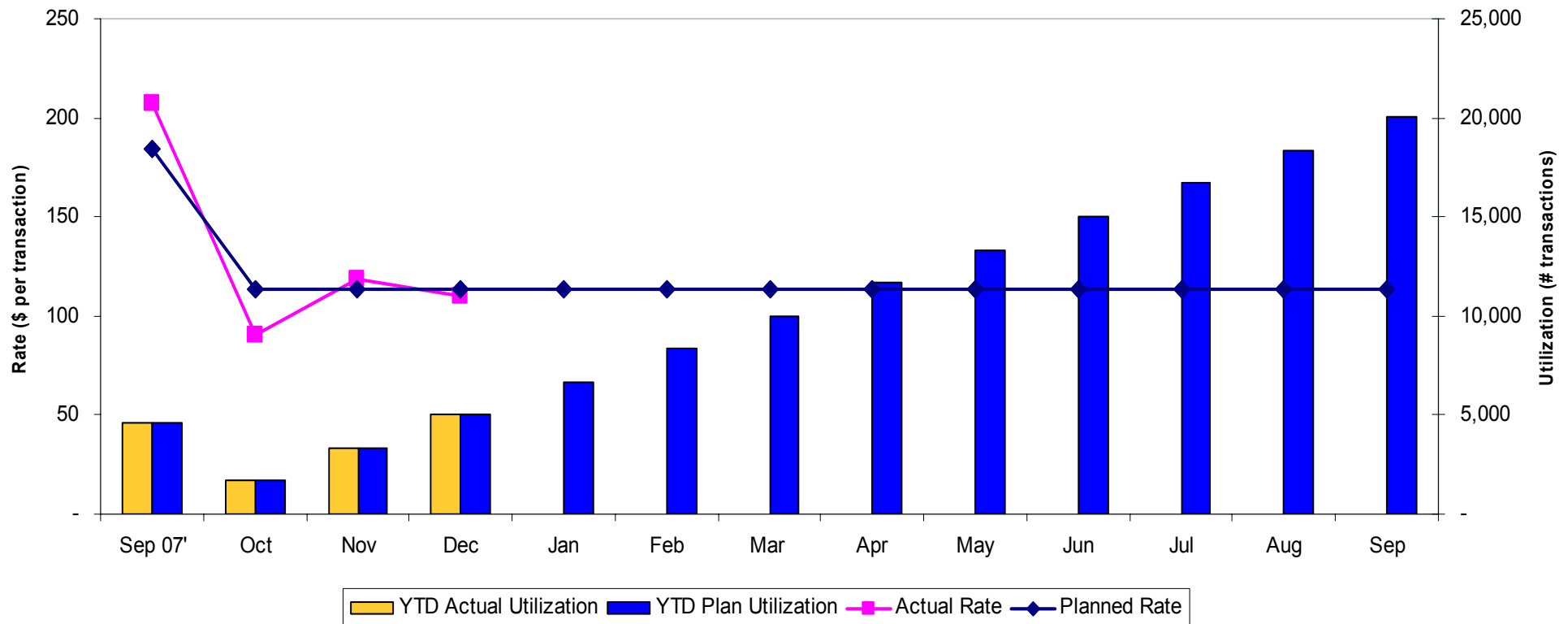
	Sep 07'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	429	90	180	269	359	448	537	626	715	804	893	982	1,071
YTD Actual (\$K)	938	42	102	130									
<b>Number of Transactions</b>													
YTD Plan Utilization	104	9	18	26	35	44	53	61	70	79	88	96	105
YTD Actual Utilization	44	8	16	22									
<b>Rate (\$/transaction)</b>													
Planned Rate	4,124	10,201	10,201	10,201	10,201	10,201	10,201	10,201	10,201	10,201	10,201	10,201	10,201
Actual Rate	21,317	5,211	6,348	5,898									

Metric - # of SES Appointments/Nominations (excluding NSSC)

EOY Earned (\$Ks)

#DIV/0!

SES Presidential Rank Award nomination documentation in final submission format



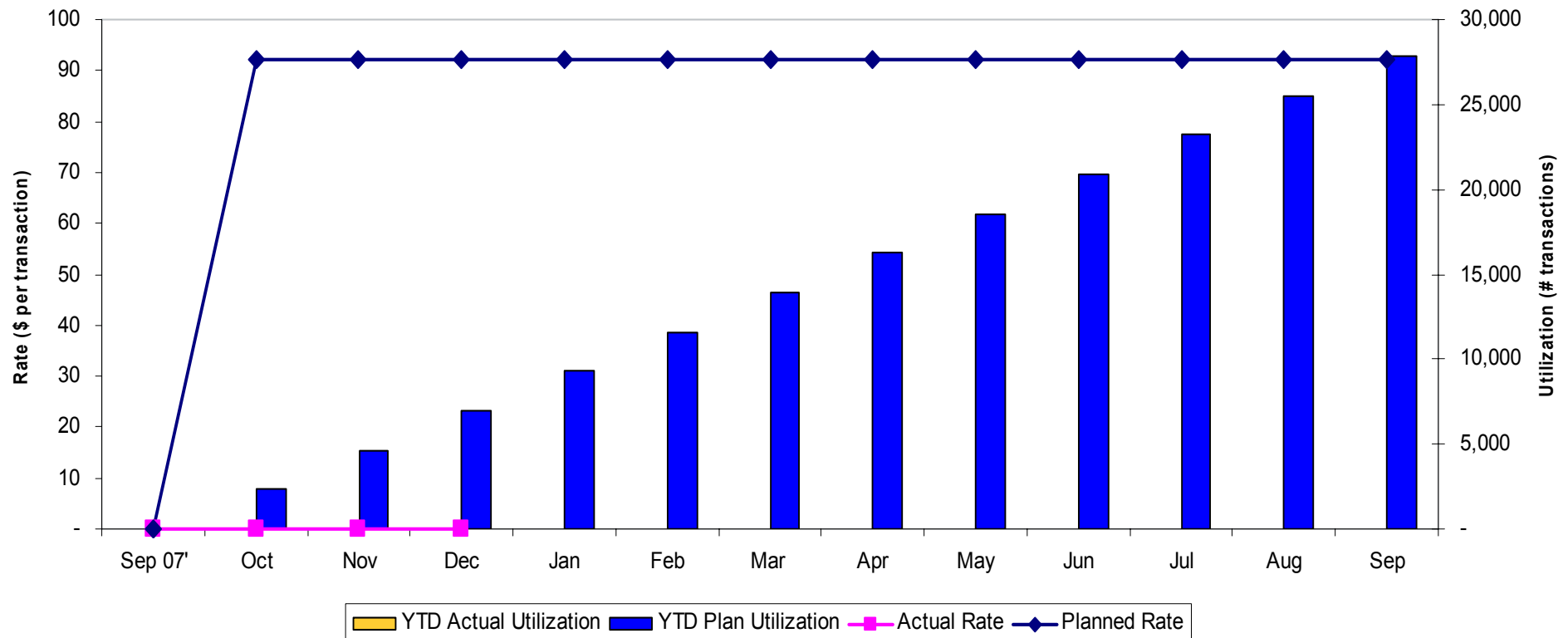
	Sep 07'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	852	191	381	571	761	950	1,139	1,328	1,516	1,705	1,894	2,083	2,272
YTD Actual (\$K)	961	151	397	552									
<b>Number of Transactions</b>													
YTD Plan Utilization	4,630	1,668	3,336	5,005	6,673	8,341	10,009	11,677	13,345	15,014	16,682	18,350	20,018
YTD Actual Utilization	4,630	1,668	3,336	5,005									
<b>Rate (\$/transaction)</b>													
Planned Rate	184	113	113	113	113	113	113	113	113	113	113	113	113
Actual Rate	207	90	119	110									

Metric - # of W-2 Forms

EOY Earned (\$Ks)

#DIV/0!

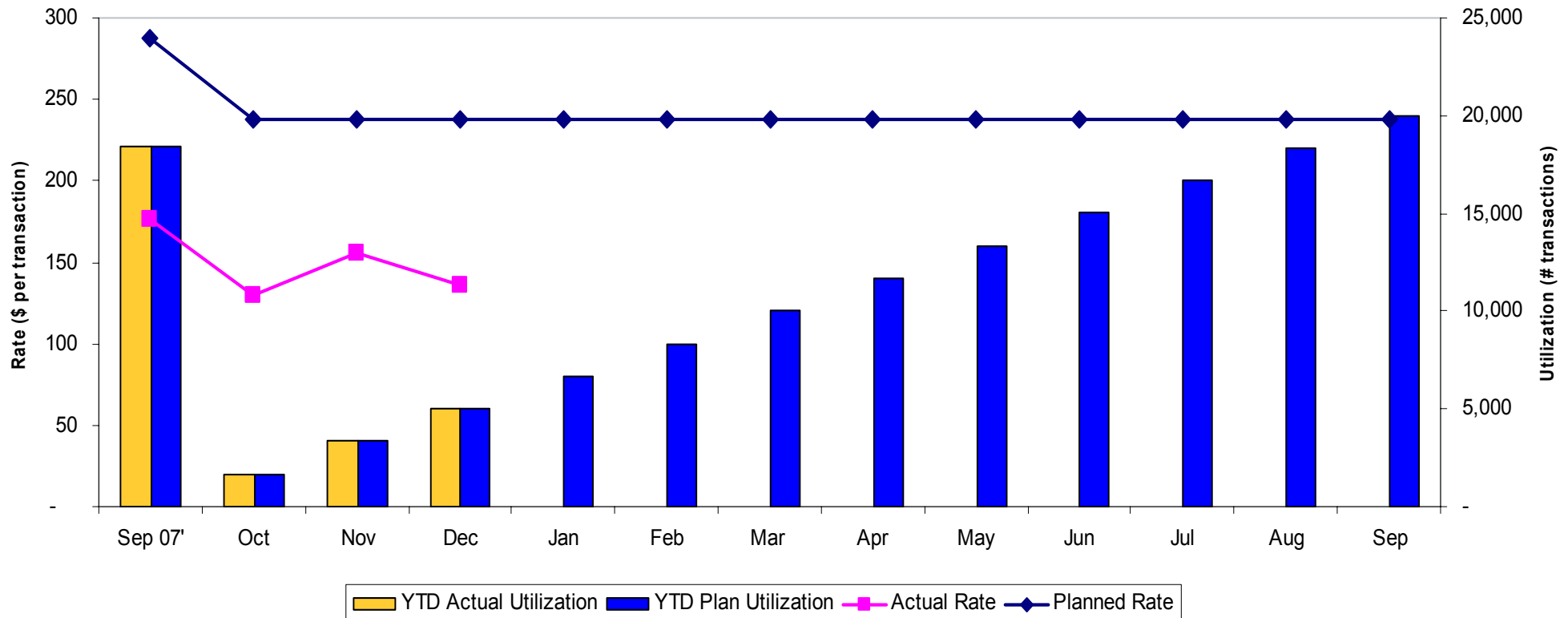
Support operations of Agency-wide HR and Training systems, development and maintenance of HR & Training Web Site, User support, and IT Support for NSSC computer training and classrooms



	Sep 07'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	-	216	430	645	859	1,072	1,286	1,499	1,712	1,925	2,139	2,352	2,565
YTD Actual (\$K)	-	295	462	660									
<b>Number of Transactions</b>													
YTD Plan Utilization	-	2,322	4,644	6,966	9,288	11,610	13,932	16,253	18,575	20,897	23,219	25,541	27,863
YTD Actual Utilization	-	-	-	-									
<b>Rate (\$/transaction)</b>													
Planned Rate	-	92	92	92	92	92	92	92	92	92	92	92	92
Actual Rate	-	#DIV/0!	#DIV/0!	#DIV/0!									

**Metric - # of W-2 Forms**

**Projected EOY Earned (\$Ks)**



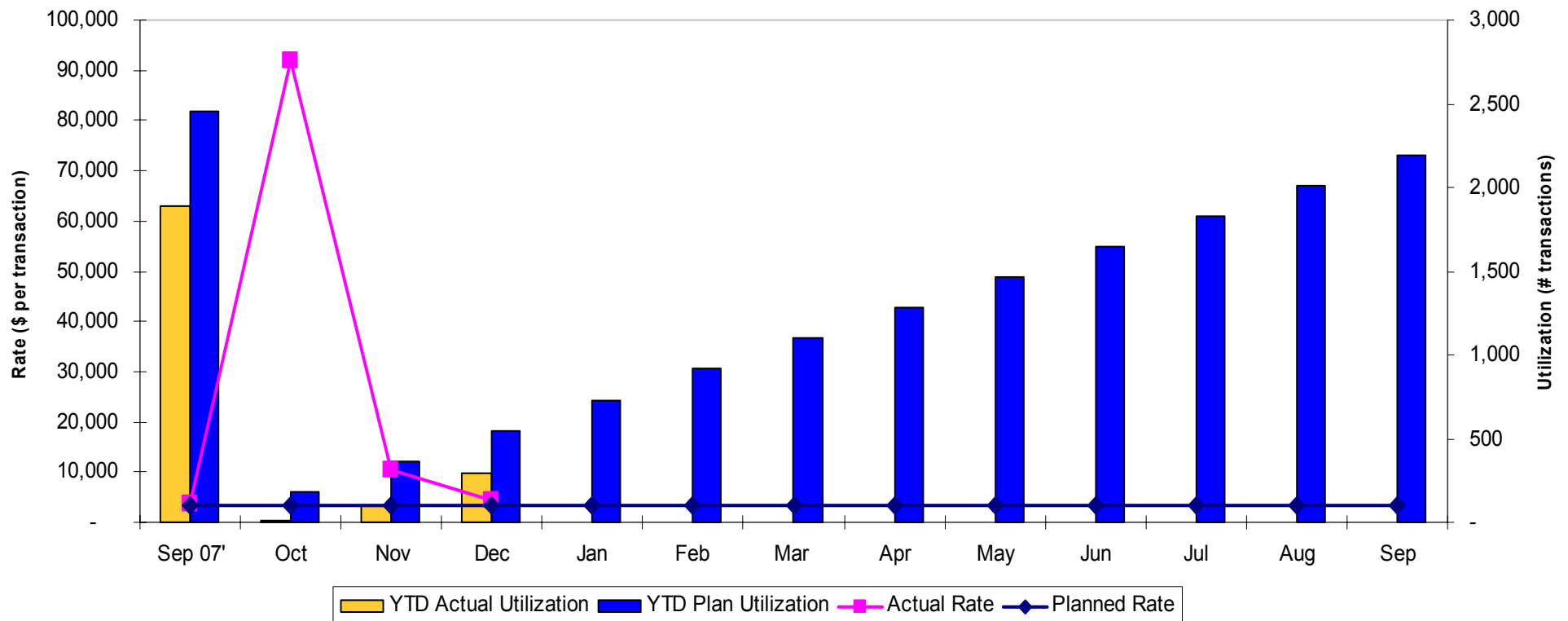
	Sep 07'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	5,288	401	800	1,199	1,597	1,994	2,390	2,787	3,183	3,580	3,976	4,372	4,769
YTD Actual (\$K)	3,248	217	518	679									
<b>Number of Transactions</b>													
YTD Plan Utilization	18,421	1,668	3,336	5,005	6,673	8,341	10,009	11,677	13,345	15,014	16,682	18,350	20,018
YTD Actual Utilization	18,421	1,668	3,336	5,005									
<b>Rate (\$/transaction)</b>													
Planned Rate	287	238	238	238	238	238	238	238	238	238	238	238	238
Actual Rate	176	130	155	136									

Metric - # of W-2 forms

EOY Earned (\$Ks)

#DIV/0!

Agency contracting (Consolidated Contracting Initiative), e-procurement, customer survey administration, NASA contracting intern program



	Sep 07'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	8,488	637	1,272	1,906	2,539	3,170	3,801	4,431	5,061	5,691	6,322	6,952	7,582
YTD Actual (\$K)	6,944	552	1,061	1,318									
<b>Number of Transactions</b>													
YTD Plan Utilization	2,453	183	366	549	732	915	1,098	1,281	1,464	1,647	1,830	2,013	2,196
YTD Actual Utilization	1,891	6	101	291									
<b>Rate (\$/transaction)</b>													
Planned Rate	3,460	3,453	3,453	3,453	3,453	3,453	3,453	3,453	3,453	3,453	3,453	3,453	3,453
Actual Rate	3,672	91,982	10,508	4,530									

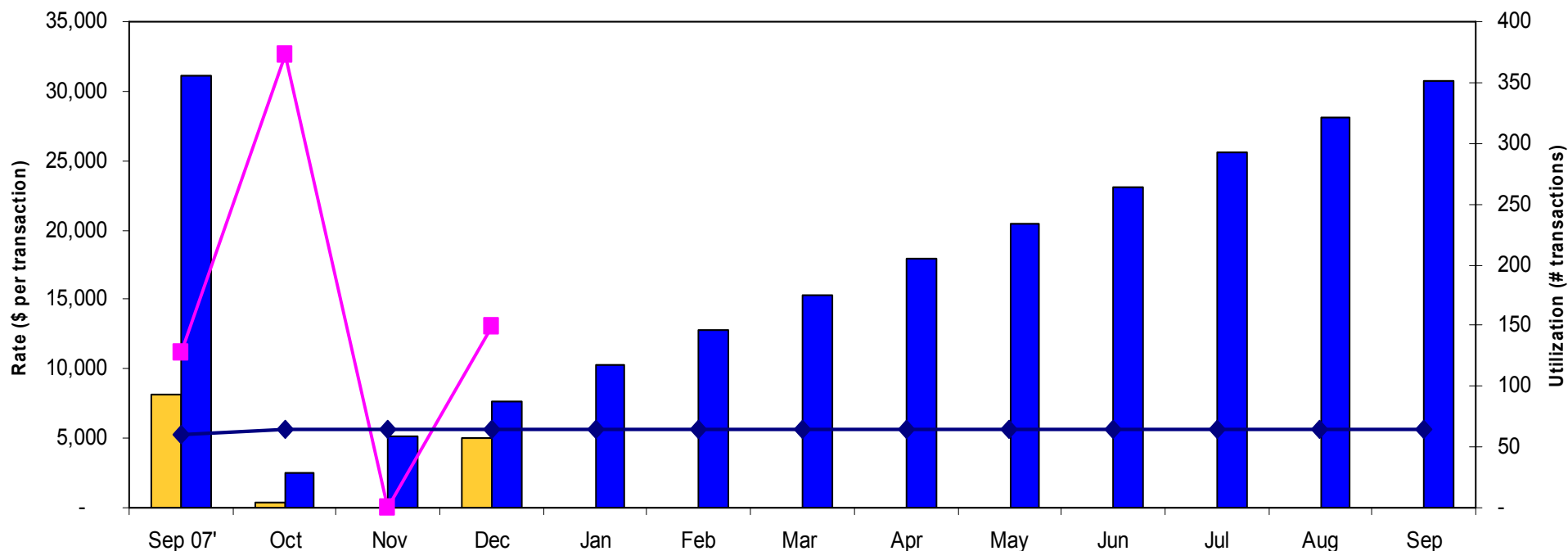
Metric - # of Grants Awarded (excluding NSSC)

EOY Earned (\$Ks)

#DIV/0!

Support the award and administration of grants and cooperative agreements including pre-award and post-award actions for both competitive and noncompetitive awards, and maintenance of grants website





■ YTD Actual Utilization 
 ■ YTD Plan Utilization 
 —■— Actual Rate 
 —◆— Planned Rate

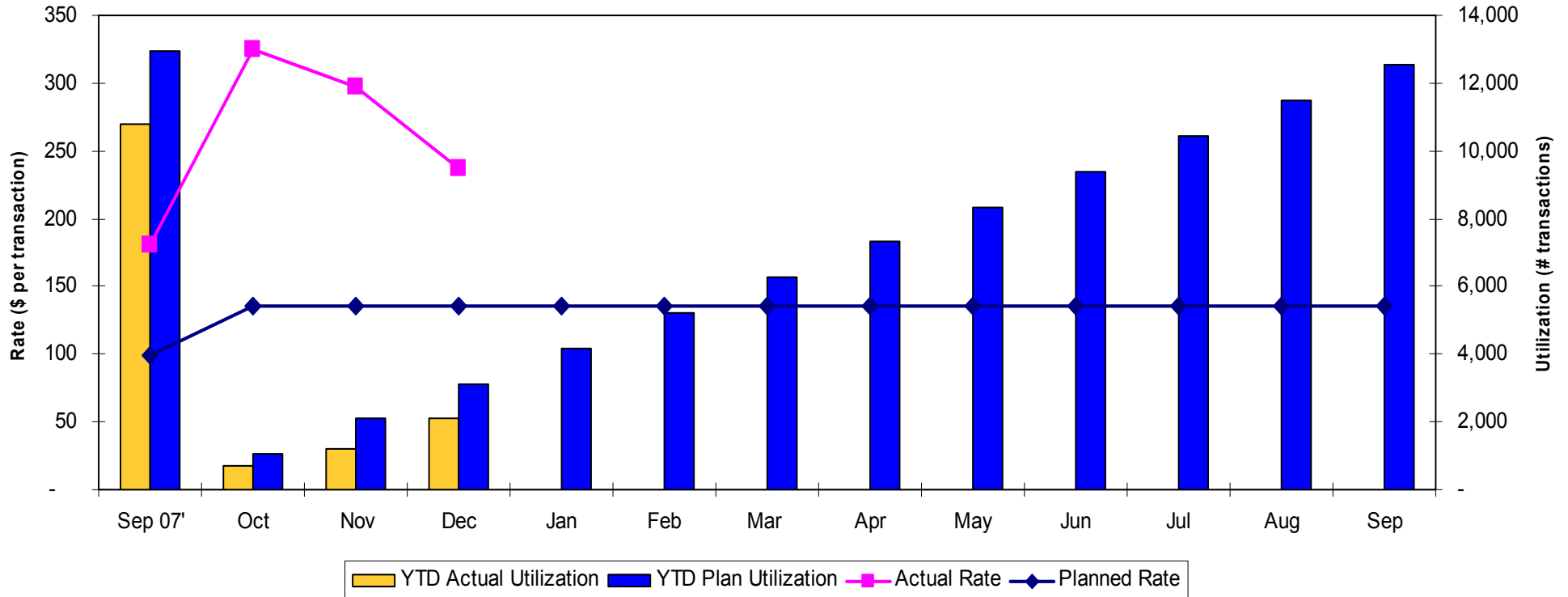
	<u>Sep 07'</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>
YTD Planned (\$K)	1,861	166	332	498	663	828	993	1,157	1,322	1,487	1,651	1,816	1,980
YTD Actual (\$K)	1,043	130	457	753									
<b>Number of Transactions</b>													
YTD Plan Utilization	356	29	59	88	117	146	176	205	234	263	293	322	351
YTD Actual Utilization	93	4	-	58									
<b>Rate (\$/transaction)</b>													
Planned Rate	5,227	5,642	5,642	5,642	5,642	5,642	5,642	5,642	5,642	5,642	5,642	5,642	5,642
Actual Rate	11,214	32,585	#DIV/0!	12,985									

**Metric - # of Phase I and Phase II Contract Awards**

**EOY Earned (\$Ks)**

**#DIV/0!**

**Support to the Small Business Innovation Research (SBIR) and Small Business Technology Transfer (STTR) programs for Phase I and II contracts**



	<u>Sep 07'</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>
YTD Planned (\$K)	1,284	143	286	428	571	712	854	996	1,137	1,279	1,421	1,562	1,704
YTD Actual (\$K)	1,945	224	360	497									
<b>Number of Transactions</b>													
YTD Plan Utilization	12,959	1,044	2,087	3,131	4,174	5,218	6,262	7,305	8,349	9,392	10,436	11,479	12,523
YTD Actual Utilization	10,782	690	1,211	2,091									
<b>Rate (\$/transaction)</b>													
Planned Rate	99	136	136	136	136	136	136	136	136	136	136	136	136
Actual Rate	180	325	297	237									

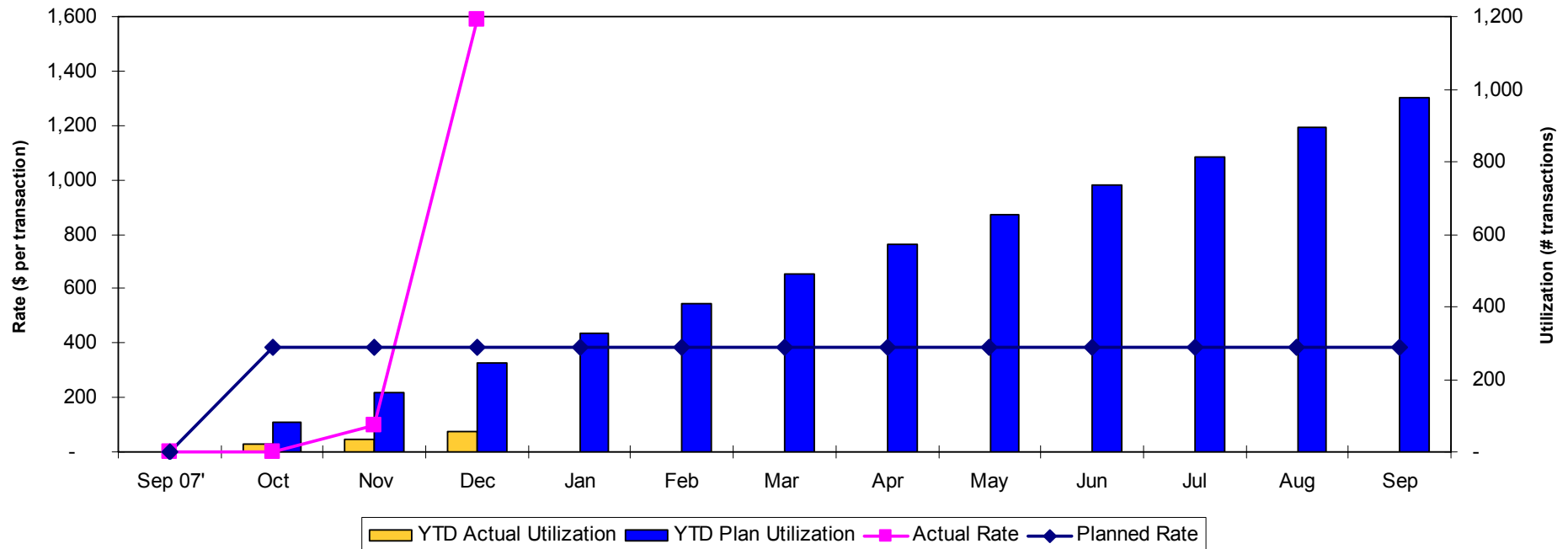
**Metric - # of Approved SF1735's**

**EOY Earned (\$Ks)**

**#DIV/0!**

**Award and administer training purchases and delivery orders for all NASA training**

# Onsite Training < \$25K & COTS



	Sep 07'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	-	31	63	94	125	156	187	218	250	281	312	343	374
YTD Actual (\$K)	-	-	3	87									
<b>Number of Transactions</b>													
YTD Plan Utilization	-	82	163	245	326	408	489	571	652	734	815	897	978
YTD Actual Utilization	-	22	34	55									
<b>Rate (\$/transaction)</b>													
Planned Rate	-	382	382	382	382	382	382	382	382	382	382	382	382
Actual Rate	-	-	100	1,587									

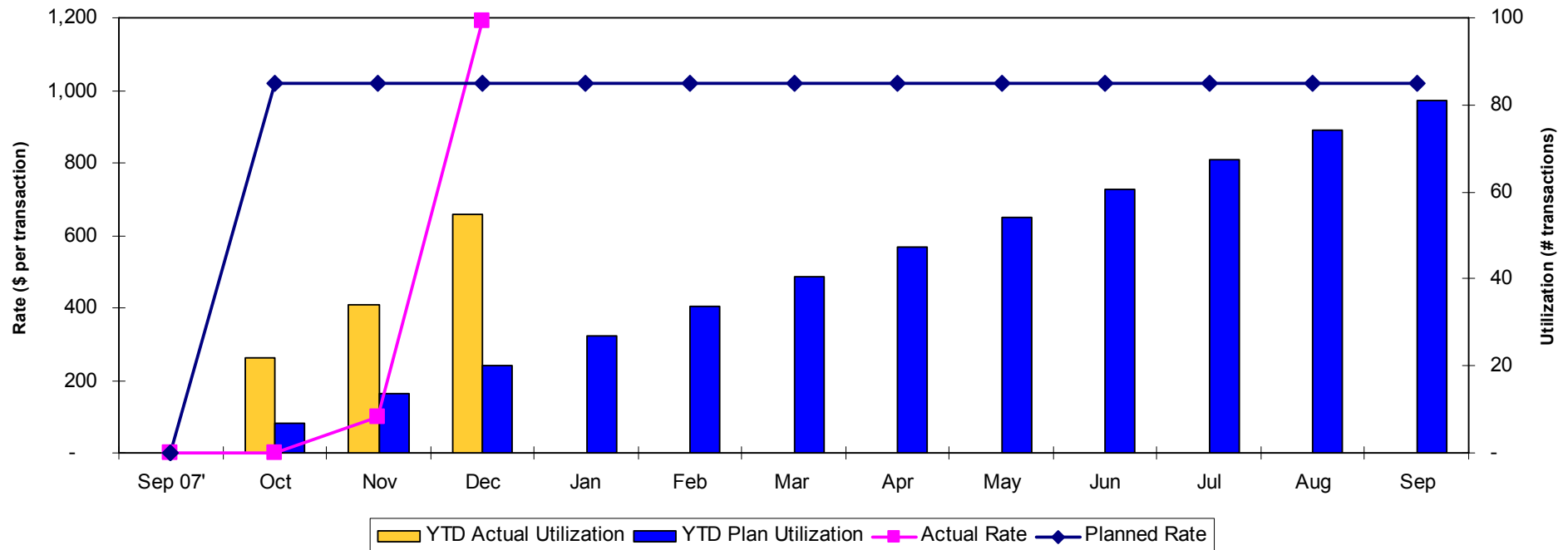
Metric - # of Approved SF1735's

EOY Earned (\$Ks)

#DIV/0!

Award and administer training purchases and delivery orders for all NASA training

# Onsite Training > \$25K & Non-COTS



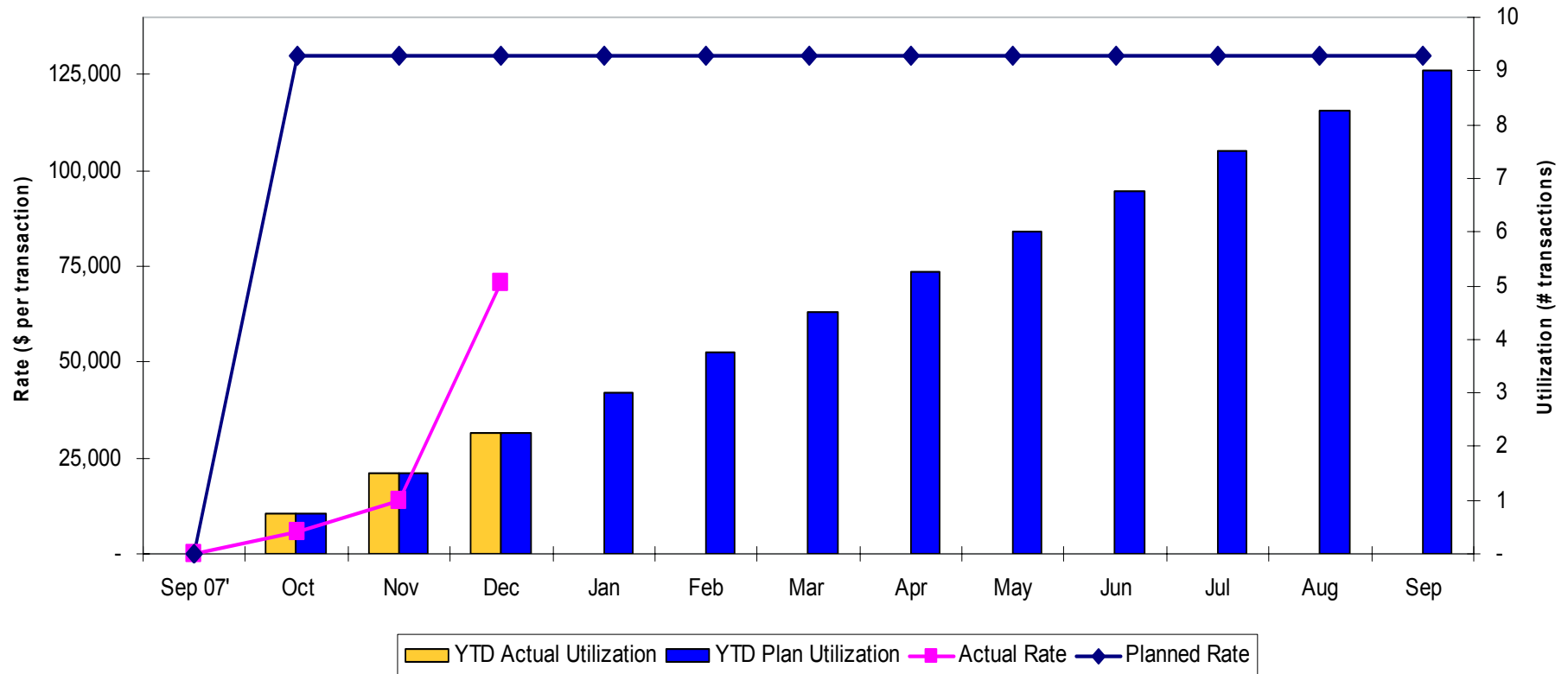
	Sep 07'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	-	7	14	21	28	34	41	48	55	62	69	76	82
YTD Actual (\$K)	-	-	0	6									
<b>Number of Transactions</b>													
YTD Plan Utilization	-	7	14	20	27	34	41	47	54	61	68	74	81
YTD Actual Utilization	-	2	4	5									
<b>Rate (\$/transaction)</b>													
Planned Rate	-	1,018	1,018	1,018	1,018	1,018	1,018	1,018	1,018	1,018	1,018	1,018	1,018
Actual Rate	-	-	99	1,193									

Metric - # of Approved SF1735's

EOY Earned (\$Ks)

█ #DIV/0!

Award and administer training purchases and delivery orders for all NASA training



	Sep 07'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	-	97	194	291	388	485	582	679	776	873	970	1,067	1,170
YTD Actual (\$K)	-	4	21	159									
<b>Number of Transactions</b>													
YTD Plan Utilization	-	1	2	2	3	4	5	5	6	7	8	8	9
YTD Actual Utilization	-	1	2	2									
<b>Rate (\$/transaction)</b>													
Planned Rate	-	130,027	130,027	130,027	130,027	130,027	130,027	130,027	130,027	130,027	130,027	130,027	130,027
Actual Rate	-	5,941	13,744	70,815									

**Metric - # of Recruiting Events**

**EOY Earned (\$Ks)**

**#DIV/0!**

## Center Liaison Support

## FY2009 PPBE

### Financial Management

Accounts Payable  
Accounts Receivable  
Payroll/Time & Attendance Processing  
Travel Services

### Human Resources

Support to Personnel Programs  
Employee Development and Training  
Employee Benefits  
Human Resource and Training Information Systems  
PCS and Extended TDY relocation assistance  
Personnel Action Processing and Record Keeping  
SES Case documentation

### Procurement

Procurement Processing and Other Admin. Svcs  
Grants and Cooperative Agreements  
SBIR/STTR Contracts  
Offsite Training  
Onsite Training <\$25K COTS  
Onsite Training >=\$25K NON-COTS

### Liaison Support

### Training Purchases \$

Off-site Purchases  
On-site Purchases

## FY2010 PPBE

### Financial Management

Accounts Payable  
Accounts Receivable  
Fund Balance with Treasury  
Payroll/Time & Attendance Processing  
Domestic Travel Services  
PCS, Foreign, Extended TDY Travel Services  
PCS Relocation Assistance

Separated from AP/AR

### Human Resources

Support to Personnel Programs  
Employee Development and Training  
Employee Benefits  
Human Resource and Training Information Systems  
Personnel Action Processing  
eOPF Record Keeping  
SES Case documentation

### Procurement

Procurement Processing and Other Admin. Svcs  
Grants, Coop Agreements, SBIR/STTR Awards  
Grants, Coop Agreements, SBIR/STTR Admin  
Offsite Training  
Onsite Training

### Liaison Support

### ODIN Seat Management

Separated from Overhead

### Training Purchases \$

Off-site Purchases  
On-site Purchases

# Rate Delta from PPBE09



Services		FY09	FY10	FY11	FY12	FY13	FY14
<b>FINANCIAL MANAGEMENT</b>							
Accounts Payable		\$ 31	\$ 31	\$ 32	\$ 31	\$ 29	\$ 115
Accounts Receivable		\$ 20	\$ 21	\$ 22	\$ 22	\$ 20	\$ 118
Payroll/Time & Attendance Processing		\$ (45)	\$ (48)	\$ (56)	\$ (58)	\$ (62)	\$ 133
FBWT	Restructured	\$ 13	\$ 13	\$ 14	\$ 14	\$ 14	\$ 14
Travel Services							
Domestic Travel Services	Restructured	\$ 35	\$ 35	\$ 37	\$ 37	\$ 37	\$ 37
PCS, Foreign & ETDY Services	Restructured	\$ 332	\$ 338	\$ 359	\$ 367	\$ 373	\$ 374
PCS & ETDY Relocation Assistance*		\$ 478	\$ 577	\$ 616	\$ 612	\$ 573	\$ 2,647
<b>HUMAN RESOURCES</b>							
Support to Personnel Programs		\$ (67)	\$ (81)	\$ (65)	\$ (62)	\$ (60)	\$ 154
Employee Development and Training		\$ (48)	\$ (44)	\$ (46)	\$ (43)	\$ (41)	\$ 118
Employee Benefits		\$ (7)	\$ (10)	\$ (12)	\$ (7)	\$ (6)	\$ 156
Human Resource and Training Information Systems		\$ 24	\$ 26	\$ 25	\$ 26	\$ 27	\$ 163
Personnel Action Processing and Record Keeping							
eOPF Record Keeping	Restructured	\$ 23	\$ 24	\$ 25	\$ 25	\$ 25	\$ 25
Personnel Action Processing	Restructured	\$ 73	\$ 75	\$ 78	\$ 80	\$ 81	\$ 81
Recruiting Events Logistics							
SES Case documentation		\$ (991)	\$ (642)	\$ (506)	\$ (540)	\$ (486)	\$ 8,455
PCS Relocation (Cartus Contract Support)							
<b>PROCUREMENT</b>							
Procurement Processing and Other Admin Services		\$ (77)	\$ (87)	\$ (96)	\$ (94)	\$ (95)	\$ 250
Grants and Cooperative Agreements							
SBIR/STTR Contracts							
Grant & SBIR Awards	Restructured	\$ 2,853	\$ 2,830	\$ 2,947	\$ 2,983	\$ 3,022	\$ 3,029
Grant & SBIR Administration	Restructured	\$ 677	\$ 678	\$ 740	\$ 738	\$ 745	\$ 746
Training Purchases							
Off-Site Training Purchases		\$ (34)	\$ (12)	\$ (14)	\$ (15)	\$ (18)	\$ 127
On-Site Training Purchases	Restructured	\$ 522	\$ 575	\$ 602	\$ 599	\$ 612	\$ 626
On-Site Training Purchases <\$25K and COTS							
On-Site Training Purchases > or = \$25K and all Non-COTS							
Liaison Support		\$ (5,785)	\$ (6,184)	\$ (10,669)	\$ (13,069)	\$ (15,530)	\$ 151,819
ODIN Seat Management	Restructured	\$ 26	\$ 27	\$ 28	\$ 28	\$ 25	\$ 25

\*PCS/ETDY Relocation Assistance moves from HR to FM in FY09

# FY2010 PPBE NSSC Contractor Workforce



(Contractor Staffing)	<u>FY08</u>	<u>FY09</u>	<u>FY10</u>	<u>FY11</u>	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>
<b>PPBE FY10 Submit</b>		<b>339.5</b>	<b>332.9</b>	<b>325.4</b>	<b>320.2</b>	<b>314.9</b>	<b>309.9</b>
Financial Management		118.8	116.5	112.3	110.2	108.0	106.0
Human Resources		63.6	61.5	60.4	59.3	58.3	57.2
Procurement		59.3	58.8	58.4	57.9	57.5	57.1
Management & Admin		31.4	30.8	30.1	29.5	28.9	28.4
Information Technology		30.9	30.5	30.1	29.8	29.4	29.0
Cross Cutting Services		35.5	34.8	34.1	33.5	32.8	32.2
<b>PPBE FY09 Submit</b>	<b>287.8</b>	<b>296.3</b>	<b>289.6</b>	<b>281.8</b>	<b>275.3</b>	<b>269.0</b>	
Financial Management	66.3	63.9	63.2	62.6	62.0	61.3	
Human Resources	60.6	71.3	69.3	65.2	62.0	59.1	
Procurement	65.9	68.0	66.6	65.3	64.3	63.3	
Management & Admin	34.0	33.4	32.7	32.1	31.5	30.9	
Information Technology	27.0	26.5	25.0	24.5	24.1	23.6	
Cross Cutting Services	34.0	33.3	32.7	32.0	31.4	30.8	
<b>Delta</b>		<b>43.2</b>	<b>43.3</b>	<b>43.6</b>	<b>44.9</b>	<b>45.9</b>	
Financial Management		54.9	53.3	49.7	48.2	46.7	
Human Resources		(7.7)	(7.8)	(4.8)	(2.7)	(0.8)	
Procurement		(8.7)	(7.8)	(6.9)	(6.4)	(5.8)	
Management & Admin		(2.0)	(1.9)	(2.0)	(2.0)	(2.0)	
Information Technology		4.4	5.5	5.6	5.7	5.8	
Cross Cutting Services		2.2	2.1	2.1	2.1	2.0	



# FY2010 PPBE NSSC Budget Trace

(\$ in Millions)	<u>FY08</u>	<u>FY09</u>	<u>FY10</u>	<u>FY11</u>	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>
<b>FY2010 PPBE</b>		<b>72.5</b>	<b>72.4</b>	<b>75.1</b>	<b>76.5</b>	<b>77.6</b>	<b>77.5</b>
<b>Total Services</b>		<b>55.2</b>	<b>56.1</b>	<b>58.6</b>	<b>59.6</b>	<b>60.6</b>	<b>61.0</b>
Financial Management		24.7	24.9	26.1	26.5	26.8	26.9
Human Resources		14.0	14.2	14.8	15.0	15.2	15.2
Procurement		14.6	15.0	15.8	16.2	16.6	16.8
Liaison Support		0.8	0.7	0.6	0.6	0.7	0.7
Agency Services (ODIN)		1.2	1.2	1.3	1.3	1.4	1.4
<b>Training Purchases</b>		<b>17.2</b>	<b>16.4</b>	<b>16.5</b>	<b>16.9</b>	<b>17.0</b>	<b>16.6</b>
<b>FY2009 PPBE</b>	<b>69.3</b>	<b>73.5</b>	<b>74.7</b>	<b>76.0</b>	<b>77.0</b>	<b>78.5</b>	
<b>Total Services</b>	<b>51.7</b>	<b>55.8</b>	<b>56.8</b>	<b>58.4</b>	<b>59.4</b>	<b>61.0</b>	
Financial Management	18.6	19.0	19.2	20.1	20.6	21.3	
Human Resources	15.4	17.9	18.2	18.1	18.1	18.3	
Procurement	16.5	17.7	18.1	18.9	19.3	20.0	
Liaison Support	1.2	1.2	1.3	1.3	1.4	1.5	
Agency Services (ODIN)							
<b>Training Purchases</b>	<b>17.6</b>	<b>17.7</b>	<b>17.9</b>	<b>17.6</b>	<b>17.6</b>	<b>17.6</b>	
<b>Delta from FY2009 PPBE</b>		<b>(1.0)</b>	<b>(2.3)</b>	<b>(0.9)</b>	<b>(0.5)</b>	<b>(0.9)</b>	
<b>Total Services (\$M)</b>		<b>(0.6)</b>	<b>(0.7)</b>	<b>0.2</b>	<b>0.2</b>	<b>(0.4)</b>	
<b>Total Services (%)</b>		<b>-1.1%</b>	<b>-1.3%</b>	<b>0.3%</b>	<b>0.4%</b>	<b>-0.6%</b>	
Financial Management		5.6	5.7	6.0	5.9	5.6	
Human Resources		(3.9)	(4.0)	(3.4)	(3.1)	(3.1)	
Procurement		(3.1)	(3.0)	(3.0)	(3.1)	(3.4)	
Liaison Support		(0.4)	(0.6)	(0.7)	(0.8)	(0.8)	
Agency Services (ODIN)		1.2	1.2	1.3	1.3	1.4	
<b>Training Purchases</b>		<b>(0.5)</b>	<b>(1.6)</b>	<b>(1.1)</b>	<b>(0.7)</b>	<b>(0.5)</b>	

# FY2010 PPBE Delta by Center

(\$M)	<u>FY09</u>	<u>FY10</u>	<u>FY11</u>	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>
<b>PPBE10 Submit</b>	<b>(1.0)</b>	<b>(2.3)</b>	<b>(0.9)</b>	<b>(0.5)</b>	<b>(0.9)</b>	<b>77.5</b>
<b>Services</b>	<b>(0.6)</b>	<b>(0.7)</b>	<b>0.2</b>	<b>0.2</b>	<b>(0.4)</b>	<b>61.0</b>
<b>Training Purchases</b>	<b>(0.5)</b>	<b>(1.6)</b>	<b>(1.1)</b>	<b>(0.7)</b>	<b>(0.5)</b>	<b>16.6</b>
<b>ARC</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>0.3</b>	<b>0.2</b>	<b>5.5</b>
Services	0.2	0.2	0.2	0.3	0.2	4.6
Training Purchases	-	-	-	-	-	0.9
<b>DFRC</b>	<b>(0.5)</b>	<b>(0.5)</b>	<b>(0.5)</b>	<b>(0.6)</b>	<b>(0.6)</b>	<b>2.2</b>
Services	(0.0)	(0.0)	(0.1)	(0.1)	(0.1)	1.5
Training Purchases	(0.4)	(0.4)	(0.4)	(0.4)	(0.4)	0.7
<b>GRC</b>	<b>0.2</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.0</b>	<b>6.6</b>
Services	0.2	0.1	0.1	0.1	0.0	5.1
Training Purchases	-	-	-	-	-	1.5
<b>GSFC</b>	<b>(0.1)</b>	<b>(0.2)</b>	<b>(0.1)</b>	<b>(0.2)</b>	<b>(0.3)</b>	<b>14.3</b>
Services	(0.3)	(0.3)	(0.3)	(0.3)	(0.5)	11.9
Training Purchases	0.2	0.2	0.2	0.2	0.2	2.5
<b>HQ</b>	<b>(0.9)</b>	<b>(0.8)</b>	<b>(0.9)</b>	<b>(1.1)</b>	<b>(1.3)</b>	<b>10.6</b>
Services	(0.5)	(0.4)	(0.6)	(0.7)	(0.9)	9.1
Training Purchases	(0.4)	(0.4)	(0.4)	(0.4)	(0.4)	1.5
<b>HQ-OIG</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.2</b>
Services	0.0	0.0	0.0	0.0	0.0	0.0
Training Purchases	0.0	0.0	0.0	0.0	0.0	0.2

# FY2010 PPBE Delta by Center, Cont'd



(\$M)	<u>FY09</u>	<u>FY10</u>	<u>FY11</u>	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>
<b>PPBE10 Submit</b>	<b>(1.0)</b>	<b>(2.3)</b>	<b>(0.9)</b>	<b>(0.5)</b>	<b>(0.9)</b>	<b>77.5</b>
<b>Services</b>	<b>(0.6)</b>	<b>(0.7)</b>	<b>0.2</b>	<b>0.2</b>	<b>(0.4)</b>	<b>61.0</b>
<b>Training Purchases</b>	<b>(0.5)</b>	<b>(1.6)</b>	<b>(1.1)</b>	<b>(0.7)</b>	<b>(0.5)</b>	<b>16.6</b>
<b>JSC</b>	<b>1.2</b>	<b>0.2</b>	<b>0.8</b>	<b>0.8</b>	<b>0.8</b>	<b>12.6</b>
Services	0.6	0.5	1.2	1.2	1.1	9.9
Training Purchases	0.6	(0.4)	(0.4)	(0.4)	(0.3)	2.7
<b>KSC</b>	<b>(0.7)</b>	<b>(0.9)</b>	<b>(0.2)</b>	<b>0.2</b>	<b>0.5</b>	<b>8.2</b>
Services	(0.4)	(0.4)	(0.2)	(0.1)	0.0	5.5
Training Purchases	(0.4)	(0.5)	-	0.4	0.5	2.7
<b>LARC</b>	<b>0.1</b>	<b>(0.1)</b>	<b>(0.0)</b>	<b>(0.0)</b>	<b>(0.1)</b>	<b>6.8</b>
Services	0.1	(0.1)	(0.0)	(0.0)	(0.1)	5.5
Training Purchases	-	-	-	-	-	1.2
<b>MSFC</b>	<b>(0.4)</b>	<b>(0.3)</b>	<b>(0.2)</b>	<b>(0.1)</b>	<b>(0.2)</b>	<b>8.6</b>
Services	(0.4)	(0.3)	(0.2)	(0.1)	(0.2)	6.4
Training Purchases	-	-	-	-	-	2.2
<b>SSC</b>	<b>(0.1)</b>	<b>(0.0)</b>	<b>(0.0)</b>	<b>(0.0)</b>	<b>(0.0)</b>	<b>1.8</b>
Services	(0.0)	(0.0)	0.0	0.0	(0.0)	1.5
Training Purchases	(0.0)	(0.0)	(0.0)	(0.0)	(0.0)	0.3

# FY2010 PPBE FM Budget



(\$ in Millions)	<u>FY08</u>	<u>FY09</u>	<u>FY10</u>	<u>FY11</u>	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>
<b>PPBE FY10 Submit</b>		<b>24.7</b>	<b>24.9</b>	<b>26.1</b>	<b>26.5</b>	<b>26.8</b>	<b>26.9</b>
Accounts Payable		10.8	11.0	11.5	11.6	11.7	11.6
Accounts Receivable		3.8	3.9	4.1	4.1	4.2	4.2
Payroll/Time & Attendance		2.4	2.3	2.5	2.5	2.5	2.6
Fund Balance w/Treasury		2.5	2.5	2.6	2.7	2.7	2.8
Travel Services		4.5	4.6	4.8	4.9	5.0	5.0
Domestic Travel Services		2.4	2.4	2.5	2.6	2.6	2.6
PCS Travel Services		0.9	0.9	1.0	1.0	1.0	1.0
Foreign Travel Services		0.6	0.6	0.6	0.7	0.7	0.7
Extended TDY Travel Services		0.6	0.6	0.7	0.7	0.7	0.7
Relocation Assistance		0.6	0.6	0.7	0.7	0.7	0.7
<b>PPBE FY09 Submit</b>	<b>18.6</b>	<b>19.0</b>	<b>19.2</b>	<b>20.1</b>	<b>20.6</b>	<b>21.3</b>	
Accounts Payable	7.9	8.3	8.4	8.9	9.1	9.4	
Accounts Receivable	3.1	3.1	3.1	3.3	3.3	3.4	
Payroll/Time & Attendance	3.2	3.3	3.3	3.5	3.5	3.7	
Fund Balance w/Treasury							
Travel Services	4.4	4.2	4.3	4.5	4.6	4.8	
Relocation Assistance							

# FY2010 PPBE FM Drivers

(\$ in Millions)	<u>FY08</u>	<u>FY09</u>	<u>FY10</u>	<u>FY11</u>	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>
<b>Delta</b>		<b>5.6</b>	<b>5.7</b>	<b>6.0</b>	<b>5.9</b>	<b>5.6</b>	
Accounts Payable		2.5	2.5	2.6	2.5	2.2	
Accounts Receivable		0.7	0.7	0.8	0.8	0.8	
Payroll/Time & Attendance Processing		(0.9)	(1.0)	(1.0)	(1.0)	(1.1)	
Fund Balance w/Treasury		2.5	2.5	2.6	2.7	2.7	
Travel Services		0.3	0.3	0.3	0.3	0.2	
Relocation Assistance		0.6	0.6	0.7	0.7	0.7	

- Accounts Payable (transaction based)
  - PPBE09 Staffing plan did not include Agency AP/AR Project Team recommendations...PPBE10 reflects increased workforce requirement
- Accounts Receivable (transaction based)
  - Accelerated contractor staffing to mitigate high risk to the Agency
  - PPBE09 Staffing plan did not include Agency AP/AR Project Team recommendations...PPBE10 reflects increased workforce requirement
- Payroll/Time and Attendance Processing (W2 based)
  - Right-sized staffing
- Fund Balance w/Treasury (sum of AP, AR Collections, and Travel transactions)
  - Was part of AP/AR costs in prior budgets
  - Increased staffing to support additional Agency requirements
- Travel Services (transaction based)
  - Breakout of service for FY09 to “Domestic” and “PCS, Foreign, and Extended TDY”
  - Increased staffing at lower skill mix resulted in increased indirect costs
- Relocation Assistance moved from HR Functional Area (transaction based)
  - Increased contractor support for counseling services and administrative support

# FY2010 PPBE HR Budget

(\$ in Millions)	<u>FY08</u>	<u>FY09</u>	<u>FY10</u>	<u>FY11</u>	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>
<b>PPBE FY10 Submit</b>		<b>14.0</b>	<b>14.2</b>	<b>14.8</b>	<b>15.0</b>	<b>15.2</b>	<b>15.2</b>
Support to Personnel Programs		2.8	2.8	2.9	2.9	3.0	3.0
Employee Development & Training		2.1	2.1	2.2	2.2	2.3	2.3
Employee Benefits		2.8	2.8	2.9	3.0	3.0	3.0
HR & Training Information Systems		2.8	2.8	3.0	3.0	3.1	3.2
Personnel Action Processing		3.0	3.1	3.2	3.2	3.2	3.2
e-OPF Record Keeping		0.4	0.5	0.5	0.5	0.5	0.5
Personnel Action Processing		2.5	2.6	2.7	2.7	2.8	2.8
SES Case documentation		0.5	0.5	0.6	0.6	0.6	0.5
PCS & Extended TDY relocation assistance							
<b>PPBE FY09 Submit</b>	<b>15.4</b>	<b>17.9</b>	<b>18.2</b>	<b>18.1</b>	<b>18.1</b>	<b>18.3</b>	
Support to Personnel Programs	3.3	4.1	4.5	4.1	4.1	4.0	
Employee Development & Training	3.1	3.1	3.0	3.0	3.0	3.0	
Employee Benefits	2.5	3.0	3.0	3.1	3.0	3.0	
HR & Training Information Systems	2.3	2.3	2.3	2.4	2.5	2.5	
Personnel Action Processing	2.6	3.8	3.8	3.9	3.9	4.0	
SES Case documentation	1.1	1.0	1.0	1.0	1.0	1.0	
PCS & Extended TDY relocation assist	0.6	0.6	0.6	0.6	0.6	0.6	

(\$ in Millions)	<u>FY08</u>	<u>FY09</u>	<u>FY10</u>	<u>FY11</u>	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>
<b>Delta</b>		<b>(3.9)</b>	<b>(4.0)</b>	<b>(3.4)</b>	<b>(3.1)</b>	<b>(3.1)</b>	
Support to Personnel Programs		(1.4)	(1.6)	(1.2)	(1.1)	(1.1)	
Employee Development & Training		(1.0)	(0.9)	(0.8)	(0.8)	(0.7)	
Employee Benefits		(0.2)	(0.2)	(0.2)	(0.1)	(0.0)	
HR & Training Information Systems		0.4	0.5	0.5	0.6	0.6	
Personnel Action Processing		(0.8)	(0.8)	(0.7)	(0.7)	(0.7)	
SES Case documentation		(0.4)	(0.4)	(0.4)	(0.4)	(0.4)	
PCS & Extended TDY relocation assistance		(0.6)	(0.6)	(0.6)	(0.6)	(0.6)	

- Support to Personnel Programs (W2 based)
  - \$0.5M for eSATERN Procurement PPBE09 not included in PPBE10
- Employee Development and Training (W2 based)
  - Right-sized staffing
- Employee Benefits (W2 based)
- HRIS Support (W2 based)
  - Redistributed workforce to accommodate changes to Agency OHCM systems and applications
- Personnel Action Processing and Record Keeping (transaction based)
  - Split to two services: Personnel Action Processing (transaction based) and eOPF Record Keeping (W2 based)
- SES Case Documentation (transaction based)
  - Reduced staffing and other direct cost for surge support
- PCS and Extended TDY Relocation moved to FM in PPBE10

# FY2010 PPBE PR Budget



(\$ in Millions)	<u>FY08</u>	<u>FY09</u>	<u>FY10</u>	<u>FY11</u>	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>
<b>PPBE FY10 Submit</b>	<b>14.6</b>	<b>15.0</b>	<b>15.8</b>	<b>16.2</b>	<b>16.6</b>	<b>16.8</b>	
Procurement Processing and Other Admin. Svcs		3.8	3.9	4.2	4.4	4.6	4.8
Grants and Cooperative Agreements		6.8	6.9	7.2	7.3	7.3	7.3
Grants and Coop Agreement Awards		4.7	4.8	5.0	5.0	5.1	5.1
Grants and Coop Agreement Administration		2.1	2.1	2.2	2.2	2.2	2.2
SBIR/STTR Contracts		2.5	2.5	2.6	2.7	2.7	2.7
SBIR/STTR Contracts Phase I & II Awards		2.1	2.1	2.2	2.2	2.3	2.3
SBIR/STTR Contracts Administration		0.4	0.4	0.4	0.4	0.5	0.5
Offsite Training		1.0	1.2	1.2	1.2	1.3	1.3
Onsite Training <\$25K COTS		0.4	0.4	0.5	0.5	0.5	0.5
Onsite Training >+\$25K NON-COTS		0.1	0.1	0.1	0.1	0.1	0.1
<b>PPBE FY09 Submit</b>	<b>16.5</b>	<b>17.7</b>	<b>18.1</b>	<b>18.9</b>	<b>19.3</b>	<b>20.0</b>	
Procurement Processing and Other Adm	4.8	5.4	5.7	6.0	6.1	6.4	
Grants and Cooperative Agreements	7.6	7.7	7.7	8.2	8.4	8.7	
SBIR/STTR Contracts	2.0	2.6	2.5	2.5	2.5	2.5	
Offsite Training	1.7	1.6	1.6	1.7	1.7	1.8	
Onsite Training <\$25K COTS	0.4	0.4	0.4	0.4	0.4	0.4	
Onsite Training >+\$25K NON-COTS	0.1	0.1	0.1	0.1	0.1	0.1	



(\$ in Millions)	<u>FY08</u>	<u>FY09</u>	<u>FY10</u>	<u>FY11</u>	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>
<b>Delta</b>		<b>(3.1)</b>	<b>(3.0)</b>	<b>(3.0)</b>	<b>(3.1)</b>	<b>(3.4)</b>	
Procurement Processing and Other Admin. Svcs		(1.6)	(1.8)	(1.7)	(1.7)	(1.7)	
Grants and Cooperative Agreements		(0.9)	(0.9)	(1.0)	(1.2)	(1.4)	
SBIR/STTR Contracts		(0.1)	(0.0)	0.1	0.1	0.2	
Offsite Training		(0.6)	(0.5)	(0.5)	(0.5)	(0.5)	
Onsite Training <\$25K COTS		0.0	0.1	0.1	0.1	0.1	
Onsite Training >+\$25K NON-COTS		0.0	0.0	0.0	0.0	0.0	

- Procurement Processing and Other Admin Services (W2 based)
  - Right-sized staffing...downgraded some positions
- Grants and Cooperative Agreements and SBIR/STTR Contracts (transaction based)
  - Consolidated into one rate for award
  - Consolidated into one rate for administration (modifications and supplements involving funding actions)
  - Downgraded some positions
- Training (transaction based)
  - Consolidated onsite rates into one rate

- PPBE10 first budget to use WCF earnings (accumulated since FY06) to reduce rates by eliminating program reserves in FY09 and FY10
  - \$2M applied in FY09...\$2M to be applied in FY10 (revisit in PPBE11)
- FY09 begins planned stabilization phase...FY06-08 were transition/learning years
- Cost reductions evident in Procurement and Human Resources
- Cost increase in Financial Management driven by OCFO AP/AR/FBWT FY07 decision affecting scope and transition in FY08 (not captured in PPBE09)
- PPBE10 changes to services
  - Travel Services –one rate for domestic travel...one rate for combined PCS, Extended TDY, and Foreign Travel
  - Personnel Action Processing – one rate for e-OPF Record Keeping and one rate for Personnel Action Processing
  - Grants and SBIR/STTR Contracts –one consolidated rate for Grants, Coop Agreements, SBIR Awards and one consolidated rate for Grants, Coop Agreements, SBIR Administration
  - Onsite Training Purchases –one rate for onsite training purchases...one rate for offsite
- NSSC information to be posted in KIC no later than Feb 8

# FY2010 PPBE Summary by Center



(\$M)	<u>FY09</u>	<u>FY10</u>	<u>FY11</u>	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>
<b>PPBE10 Submit</b>	<b>72.5</b>	<b>72.4</b>	<b>75.1</b>	<b>76.5</b>	<b>77.6</b>	<b>77.5</b>
<b>Services</b>	<b>55.2</b>	<b>56.1</b>	<b>58.6</b>	<b>59.6</b>	<b>60.6</b>	<b>61.0</b>
<b>Training Purchases</b>	<b>17.2</b>	<b>16.4</b>	<b>16.5</b>	<b>16.9</b>	<b>17.0</b>	<b>16.6</b>
<b>ARC</b>	<b>5.0</b>	<b>5.1</b>	<b>5.3</b>	<b>5.4</b>	<b>5.5</b>	<b>5.5</b>
Services	4.1	4.2	4.4	4.4	4.5	4.6
Training Purchases	0.9	0.9	0.9	0.9	0.9	0.9
<b>DFRC</b>	<b>2.1</b>	<b>2.2</b>	<b>2.2</b>	<b>2.2</b>	<b>2.2</b>	<b>2.2</b>
Services	1.4	1.4	1.5	1.5	1.5	1.5
Training Purchases	0.7	0.7	0.7	0.7	0.7	0.7
<b>GRC</b>	<b>6.2</b>	<b>6.3</b>	<b>6.5</b>	<b>6.6</b>	<b>6.6</b>	<b>6.6</b>
Services	4.8	4.8	4.9	5.0	5.1	5.1
Training Purchases	1.4	1.5	1.5	1.5	1.5	1.5
<b>GSFC</b>	<b>13.2</b>	<b>13.4</b>	<b>13.9</b>	<b>14.1</b>	<b>14.3</b>	<b>14.3</b>
Services	10.7	10.9	11.5	11.6	11.8	11.9
Training Purchases	2.5	2.5	2.5	2.5	2.5	2.5
<b>HQ</b>	<b>10.0</b>	<b>10.1</b>	<b>10.4</b>	<b>10.5</b>	<b>10.6</b>	<b>10.6</b>
Services	8.4	8.6	8.9	9.0	9.1	9.1
Training Purchases	1.5	1.5	1.5	1.5	1.5	1.5
<b>HQ-OIG</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>
Services	0.0	0.0	0.0	0.0	0.0	0.0
Training Purchases	0.2	0.2	0.2	0.2	0.2	0.2

# FY2010 PPBE Summary by Center, Cont'd



(\$M)	<u>FY09</u>	<u>FY10</u>	<u>FY11</u>	<u>FY12</u>	<u>FY13</u>	<u>FY14</u>
<b>PPBE10 Submit</b>	<b>72.5</b>	<b>72.4</b>	<b>75.1</b>	<b>76.5</b>	<b>77.6</b>	<b>77.5</b>
<b>Services</b>	<b>55.2</b>	<b>56.1</b>	<b>58.6</b>	<b>59.6</b>	<b>60.6</b>	<b>61.0</b>
<b>Training Purchases</b>	<b>17.2</b>	<b>16.4</b>	<b>16.5</b>	<b>16.9</b>	<b>17.0</b>	<b>16.6</b>
<b>JSC</b>	<b>12.7</b>	<b>11.9</b>	<b>12.2</b>	<b>12.4</b>	<b>12.6</b>	<b>12.6</b>
Services	9.1	9.2	9.6	9.8	9.9	9.9
Training Purchases	3.6	2.6	2.6	2.6	2.7	2.7
<b>KSC</b>	<b>7.2</b>	<b>7.3</b>	<b>7.7</b>	<b>8.1</b>	<b>8.5</b>	<b>8.2</b>
Services	4.5	4.6	4.9	5.1	5.4	5.5
Training Purchases	2.7	2.7	2.7	3.0	3.1	2.7
<b>LARC</b>	<b>6.3</b>	<b>6.3</b>	<b>6.5</b>	<b>6.7</b>	<b>6.7</b>	<b>6.8</b>
Services	5.2	5.1	5.3	5.4	5.5	5.5
Training Purchases	1.1	1.2	1.2	1.2	1.2	1.2
<b>MSFC</b>	<b>8.0</b>	<b>8.0</b>	<b>8.3</b>	<b>8.5</b>	<b>8.6</b>	<b>8.6</b>
Services	5.7	5.7	6.1	6.3	6.4	6.4
Training Purchases	2.3	2.2	2.2	2.2	2.2	2.2
<b>SSC</b>	<b>1.6</b>	<b>1.7</b>	<b>1.8</b>	<b>1.8</b>	<b>1.8</b>	<b>1.8</b>
Services	1.4	1.4	1.5	1.5	1.5	1.5
Training Purchases	0.3	0.3	0.3	0.3	0.3	0.3

	Planned Rate	Actual Rate	Actual Utilization	Current Gain / (Loss) (\$Ks)
<b>Financial Management</b>				
Payroll/Time & Attendance Processing	\$321	\$73	9,716	\$2,409
Travel Services	\$69	\$64	25,421	\$147
<b>Human Resources</b>				
Support to Personnel Programs subset	\$238	\$80	14,574	\$2,299
SES Case documentation	\$3,079	\$16,214	37	(\$486)
Employee Development and Training	\$284	\$266	4,857	\$87
Employee Benefits subset	\$69	\$6	14,574	\$920
PCS and Extended TDY relocation assistance	\$187,061	\$0		\$0
<b>Procurement</b>				
Grants and Cooperative Agreements	\$6,378	\$2,757	686	\$2,484
Training Purchases	\$249	\$149	3,194	\$320
Other Agency Procurement Services	\$312,665	\$203,129	10	\$975
<b>Training Purchases</b>				
<b>Total EOY Actuals</b>				<b>\$9,155</b>

***Earnings is Total Revenue - Cost of Service for each Unit of Service used by the centers.  
based on current actuals.***

# FY07 Earnings



	SLA Rate (\$)	Actual Rate (\$)	SLA Utilization	Actual Utilization	Actual Gain/(Loss) (\$K)	Adjust for GHS (\$K)
<b>Financial Management</b>					<b>\$2,388</b>	
Payroll/Time & Attendance Processing	346	168	18,421	18,421	\$3,465	181
Travel Services	71	91	79,032	76,426	(\$1,077)	404
<b>Human Resources</b>					<b>\$1,439</b>	
Support to Personnel Programs	285	220	18,519	18,516	\$1,449	237
Employee Development and Training	172	145	18,519	18,516	\$664	156
Employee Benefits	95	82	18,519	18,516	\$324	89
Recruiting Events Logistics	5,046	15,139	73	38	(\$350)	34
SES Case documentation	4,124	21,317	104	44	(\$702)	55
PCS Relocation Assistance	1,454	1,168	287	303	\$107	21
Human Capital Information Environment	184	207	4,630	4,630	(\$53)	56
Personnel Action Processing and Record	0	0	-	-		0
<b>Procurement</b>					<b>\$974</b>	
Grants and Cooperative Agreements	3,460	3,672	2,453	1,891	\$4	405
Training Purchases	99	180	12,959	10,782	(\$763)	113
Other Agency Procurement Services	287	176	18,421	18,421	\$2,229	189
SBIR/STTR Contracts	5,227	11,214	356	93	(\$496)	61

2,000

SLA Revenue = SLA Rate \* SLA Utilization

Projected Costs = Projected Rate \* Projected Utilization

Projected Gain/Loss = SLA Revenue - Projected Costs +

GHS Adjustment (\$2M pro-rated by total cost)

\* rates rounded to nearest dollar

<b>Total EOY Service Earnings</b>	<b>\$4,802</b>
<b>GHS above FY07 Plan</b>	<b>(2,000)</b>
<b>Total EOY Earnings</b>	<b>2,802</b>
<b>FY06 Earnings</b>	<b>\$9,155</b>
<b>Cumulative Gain/Loss</b>	<b>11,957</b>

Rating	Probability Criteria
5 – Very High	51% - 100% (for risks with primary impact on cost, schedule or performance)
4 – High	34% - 50% (for risks with primary impact on cost, schedule or performance)
3 – Moderate	11% - 33% (for risks with primary impact on cost, schedule or performance)
2 – Low	5% - 10% (for risks with primary impact on cost, schedule or performance)
1 – Very Low	0% - 5% (for risks with primary impact on cost, schedule or performance)

Rating	Schedule Criteria
5 – Very High	Unable to meet program critical milestones – or – Significant impact to critical path (fail ORR – or – No Go-Live)
4 – High	> 1 month impact to program critical milestones – or – Major impact to critical path (prior to Pre ORR)
3 – Moderate	> 1 Week impact to program critical milestones – or – Minor impact to critical path (prior to Pre ORR)
2 – Low	< 1 week impact to program critical milestones – or – No impact to critical path
1 – Very Low	No impact to program critical milestones – or – No impact due to schedule delays

Rating	Cost Criteria
5 – Very High	> \$1,000,000
4 – High	\$500,001 - \$1,000,000
3 – Moderate	\$200,001 – 500,000
2 – Low	\$100,001 - \$200,000
1 – Very Low	\$0 - \$100,000

Rating	Performance Criteria
5 – Very High	RQMTS: Technical goals not achievable with existing capabilities / technologies OPS: Unable to achieve major mission objective
4 – High	RQMTS: Major impact to requirements OPS: Major impact to operations – work-around(s) may be feasible
3 – Moderate	RQMTS: Moderate impact to requirements OPS: Moderate impact to operations – work-around(s) available
2 – Low	RQMTS: Minor impact to requirements OPS: Minor impact to operations – work-around(s) available
1 – Very Low	RQMTS: Negligible impact to requirements OPS: Negligible impact to operations

- December 2007
  - 8 Travel, Bldg 1210, **Complete**
  - 15 Payroll, Bldg 1100, **Complete**
- March 2008, Building 1111
  - 10 Procurement, Second Floor
  - 17 Procurement continues on Second Floor and AR on Third Floor
  - 24 SP HR, Third Floor
  - 31 AP, Second Floor
- April 2008
  - 7 Document Imaging and Training, First Floor
  - 14 FAB/FBWT, Second Floor
  - 21 Executive Management, B&A, Customer Sat, Third Floor
  - 28 IT, First Floor
- May 2008
  - 5 CS HR, First Floor
  - 12 Contact Center, First Floor
  - 19 Travel move from Bldg 1210 to Bldg 1111